

## ROW Team Travel FAQ

### **Safety, wellbeing and performance are our priority with team travel.**

**Note:** All non-refundable deposits must be made prior to deadline to insure your child's commitment to team travel. Once past deadline for deposit, the fees will be removed from your account and you will need to request to have it reinstated to your account and a late fee may be applied. All remaining costs owing, need to be paid prior to departure date. Please adhere to the deadline to submit Permission to Travel, as arrangements and final costs are based on the numbers attending.

Please feel free to follow our Twitter, Instagram, Facebook feed as posts are usually made throughout team travel.

### **Why team travel?**

To provide an opportunity to be more self-sufficient and accountable to understand nutrition, rest, no outside racing distractions and to team build.

### **Is team travel mandatory?**

No. However if you choose not to send your swimmer on a designated team travel meet, your swimmer will not be attending the meet.

### **Can I take my child to the team travel meet myself and meet up with the team for the weekend?**

The swimmer must travel with the team. On occasion due to school commitments (exams etc.) and communicated well in advance, a coach may allow a swimmer to join up with the team. The travel costs have been set and there are no discounts to the fees of team travel in this instance. It is the responsibility of the parent to make all arrangements to connect the swimmer with the team upon arrival.

### **Can I take my child out of team travel early?**

Yes. Once again communication must be done ahead of time with coach/chaperone and prior to leaving team travel the swimmer must be signed out with the chaperone. Leaving early must happen at the end of the swimmer's last session or a mutually agreed upon time with the coach. There are no discounts to the fees of team travel for leaving early.

### **Who gets to chaperone, may I chaperone?**

If you are wanting to chaperone a team travel meet, please submit your name to your child's coach. Coaches will select from the list submitted. An acceptable vulnerable sector police screening record check must be completed and submitted prior to any chaperone selection. Note, experienced chaperones will be selected first and where needed, a new chaperone to the club may be selected to train under them.

### **Where do I drop off and pick up my child?**

**Flying** - flight numbers and times are listed in the Meet Information Page.

- Please drop off your child inside the airline carrier designated terminal where the team will gather prior to checking luggage. Please check in with the coach/chaperone.

- At the end of the team travel, please meet up with the coach/chaperone inside the terminal at the designated arrivals where swimmers exit with their luggage.

**Bus** - drop off times are listed in the Meet Information Page.

- Bus departures are done from WLU unless otherwise noted.

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- Once swimmers have left the meet location on the return home an email communication will be sent to give an approximate arrival time. Due to weather, traffic etc. approximate arrival times may be updated via email.

### **Do we receive notification of safe arrival?**

An email may go out indicating safe arrival.

### **Can someone else pick up my child if I am unable to do so?**

If you know you will not be able to pick up your child or at the last minute unable to do so, please communicate with your child's coach or chaperone who is allowed to sign your child out.

### **Can I fly on points?**

Due to safety, especially of junior swimmers, no, you cannot fly your child on points. Swimmers in the Senior group, due to the large amount of travel done may utilize points to offset this expense.

If a parent chooses to use points, all necessary arrangements must be made for their child to be on same flight as team travel. No flights outside of designated flights is acceptable.

### **Do I need to pack food?**

If there is a specific snack your child likes, you may pack this food item. All snacks and meals are included in the cost of the trip. Nuts/nut ingredients in any food may be restricted due to allergies, dependent upon knowledge of severity of allergy with a swimmer.

**If your child comes with candy, cookies, treats, it will be taken away until the end of the meet. All food must be nutritious.**

### **Do the swimmers need money?**

No money is necessary, however if a swimmer wishes to purchase a souvenir t-shirt/sweater from the meet, they will need their own money.

If there is an outing planned for a designated team travel, notice will go out prior to the departure and swimmers will need to bring a little money.

### **What's included in the cost?**

Transportation, accommodation, all food (snacks and meals).

### **Can I request roommates for my swimmer?**

You may put in a request, understanding that the request may not be granted. The coaches create rooming lists based on obtaining the best performance for the swimmers.

### **My child has an issue with their roommate, who would they speak to?**

If a roommate is not being respectful and/or abiding by the ROW designated team travel rules, your swimmer can speak to either their coach or chaperone.

### **If my child breaks curfew, what will happen?**

Depending on the severity of the curfew break, your child will be addressed about the importance of curfew by the coach and/or chaperone. If a child is out well past curfew, they risk being sent home at the parent expense.

Follow up may be necessary once returned home with the disciplinary committee for further action.

### **If my child breaks code of conduct what happens?**

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Code of Conduct is very important to maintain a safe environment for all. Once again depending on the severity of breaking Code of Conduct, the swimmer will be addressed by the coaching staff in conjunction with a chaperone/board member and may be sent home at the parent expense.

Follow up may be necessary once returned home with the disciplinary committee for further action.

### **How do I communicate with my child while they are on team travel?**

While on team travel, swimmers are not allowed their phones while on the deck, during meals or quiet time. It is important for you as a parent to allow your child to experience team travel to the fullest. During any free time outside of any above mentioned activities, swimmers are permitted to use their electronic devices.

### **Is there required travel attire?**

Swimmers should wear a ROW team shirt while travelling as it makes for easy accountability for coaches and chaperones. Appropriate foot and weather related attire is also necessary. (Flip-flops, and sandals is not acceptable other than for the pool deck)

### **My child has special dietary needs, how will you accommodate this? Do they still get to eat with the team?**

We will arrange with the caterer and chaperones to ensure your child's dietary needs are met. Yes, they will continue to eat with the team.

### **My child is a picky eater, can they have a special meal?**

There will not be a special meal ordered for picky eaters. They will need to communicate with the chaperones.

### **What happens when my child calls home during the meet because they are not happy?**

Understand swimmers calling home will not help the situation. Swimmers are asked at the very start of the meet to please communicate with their coach and chaperones if they are having an issue. Coaches and chaperones are more equipped to handle every situation quickly. Please encourage your swimmer to talk to the coach or chaperone.

### **If my child has a problem at the meet, who should they talk to?**

Most often coaches are the best person for your child to speak to and this is the person they are most familiar. In the event of a coach not available, a chaperone is also a great source.

### **If my child doesn't make finals, do they need to nap?**

There is a designated quiet time for all swimmers between heats and finals. Napping is necessary for those swimmers preparing to race again. If your child has a quiet activity such as reading or listening to their music with headphones they are allowed this activity in their room. No electronics or TV watching is permitted during quiet time.

### **In case of an emergency who would I contact while my child is away?**

You may contact your child's coach or the designated coach at the meet. If you are aware of an impending situation which might arise while your child is away, touch base with the coach/chaperone prior to leaving.

### **Do I get daily reports on my child?**

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There are no personalized reports provided to parents during the course of the team travel. Results of your swimmers races should be available online with the following options - Meetmobile, Splash, ROW website or host team website.

### **What happens when my child gets sick/injured on team travel?**

ROW will travel with a first aid kit, Depending on injury the swimmer will be tended to as necessary. In the event of a severe injury the parent at home will be informed of the situation and the child will be taken to appropriate medical treatment center.

Illness will be dealt with by the chaperones and swimmers who show signs of fever or vomiting will be quarantined to the best of our ability. This may include staying in a chaperones room. On occasion it may be necessary to return a child home due to illness.

### **Once I have paid for the team travel meet and decide not to send my child, will I receive a refund?**

**Flying:** You will not receive the non-refundable deposit. You are responsible for the full cost of the flight and a flight credit will be issued in your child's name and all pertinent information will be provided to you, so you may use the credit for personal future use. This applies when flights have been purchased in a group.

**Bus:** You will not receive the non-refundable deposit or the transportation portion of this travel meet.