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YMCA National Short Course 2011 Swimming Championships
New Procedures for Obtaining Tickets for Finals
03/07/11

In our continuing effort to provide information related to the upcoming National YMCA Swimming/Diving Championships at the Ft. Lauderdale Aquatic Complex (FLAC), please read and share this document with others you know may be attending. This and other important information can be found on the National Swimming & Diving Website. Please visit www.ymcaswimminganddiving.org/2011SC for all information necessary to assist you in planning for and participating in the upcoming National Championship Experience.

There has been considerable concern expressed by many parents and coaches as to how tickets to the 2011 Short Course Championship Meet were made available for sale, particularly for the **Finals** sessions. In an attempt to be fair and equitable in allocating tickets, we released the tickets for **Finals** under the same format and timeline as for preliminaries. Many parents have contacted us to express their concerns about this and we have listened to those concerns. In analyzing the ticket sales further, it became clear that, under the initial procedure outlined by YUSA and followed by those that purchased, many were able to purchase tickets while others were not, particularly for the Championship **Finals** sessions.

We instituted a ticket exchange program and asked all teams to evaluate their ticket needs and return any tickets no longer needed. Unfortunately, this program has not returned enough tickets to enable us to achieve our stated goal of providing at least one ticket for a parent of every swimmer competing in the **Finals**. Like you, we find this unacceptable!

Therefore, after considerable discussion among members of the Meet Committee, the YMCA National Swimming and Diving Advisory Committee, the leadership at Y-USA and the Coaches' Committee, we have adopted the following NEW program for the distribution of tickets **for the Finals sessions**:

Effective immediately, all purchases of ON-DECK tickets for the Finals sessions have been nullified and ticket purchasers will have their credit cards credited for any charges for such finals tickets.

Sky box tickets WILL NOT be affected by this ticket recall, as they were not fully sold out and not part of the on-deck seating sold.

Instead, a voucher system will be implemented to assure that supporters of finals participants will have priority in accessing tickets for **finals until 3 PM every day**. After 3 PM vouchers are void and all **finals** tickets for that night will go on sale as general admission until all 700 are sold. The vouchers allowing the

holder to buy tickets for deck seating for the **Finals** sessions will be allocated to the various teams based on the number of their swimmers in the **Finals** session. This program will work as follows:

- Vouchers will be allocated to teams allowing them to buy two (2) tickets for each swimmer that team has in the **Finals** for that event that night.
- Vouchers for each affected team will be prepared and be available for pick-**up in the Awards Room.**
- The vouchers will be available approximately 30 minutes after the scratch box **for finals** closes for a particular event.
- Each team will be required to designate up to four (4) persons as their representative to pick up the allotted vouchers. This designation will be made by the head coach **at Registration.** No other persons will be allowed to pick up the allotted vouchers.
- Each team will be given a unique credential to allow the representatives on deck to pick up the vouchers. The designated person **will need to provide identification** and **sign for** the allotted vouchers. Vouchers can be picked up until 2:45. Vouchers become invalid **AT 3:00 PM** and related tickets will be offered for sale as General Admissions.
- All obtained vouchers MUST be presented and redeemed **at the Admissions Booth, before 3:00 PM each day,** in order to obtain the actual tickets for the session. Any vouchers not redeemed by that time will be cancelled and the related tickets will be offered for sale as General Admissions.
- **INDIVIDUAL PAYMENT FOR TICKETS WILL BE MADE BY CASH OR CHECK. NOTE: A TEAM CREDIT CARD OPTION WILL BE MADE AVAILABLE ONLY FOR VOLUME PURCHASE.** Details to register a team credit card will be forthcoming in a future communication. It will be the responsibility of the team to settle up the ticket charges among their families.
- It will be the responsibility of the coach or designated team representative to distribute the tickets among their families. **The Meet Committee will have no further responsibilities for ticket distribution within the teams once the teams pick up their allotted vouchers and purchase finals tickets.**
- If a team does not need all the vouchers allotted to it for a particular **Finals** session, they are strongly encouraged to decline the extra vouchers, so the related tickets can be re-offered as General Admission tickets.
- If a team has redeemed their vouchers and then finds that they do not need all the tickets, they are strongly encouraged to return the tickets to **the Admissions Booth** for a refund. **Note: refunds will not be made after the Finals session begins.**
- All tickets returned by teams, not allotted under the voucher system and/or other available sky box tickets will be offered as General Admissions seats **beginning at 3:00 PM each day for that day's Finals session, on a first come first served basis at the Admissions Booth.** Payment for such

tickets must be in cash or check. **NO MORE THAN TWO (2) GENERAL ADMISSIONS TICKETS WILL BE SOLD TO ANY ONE INDIVIDUAL PERSON AFTER 3:00 PM.**

- Once the **Finals** session begins, all parents/others who see their swimmer's compete and leave the facility before the session is over will be encouraged to return their tickets to **the Admissions Booth** so others awaiting general admission tickets can utilize them. **There will be no charge for such tickets to the second user.**
- All parents and friends who do not have a swimmer in the **Finals** sessions but wish to see the competition, are encouraged to take advantage of the **free seating** on the lawn or stands in front of the International Swimming Hall of Fame building where two JumboTron Video Screens will carry the **action live**, including the commentary by our Meet Announcer.

These changes **do not** affect seating for the Preliminary Sessions. Although we recognize that some teams acquired an inordinate number of tickets for these sessions as well, unfortunately, there is no easy way to try to reallocate those seats as we did with the **Finals** seats. **We continue to ask all teams to review their ticket needs for the Preliminaries as well, and return any unneeded tickets.**

All on deck and sky box tickets not yet sold and/or returned will be offered as General Admissions seats each day, on a first come, first served basis, beginning at 7:00 AM for the Women's Preliminary session and 10:00 AM for the Men's Preliminary session **at the Admissions Booth**. **THERE WILL BE NO FURTHER ON LINE TICKET SALES. AGAIN, ONLY TWO (2) TICKETS WILL BE SOLD TO EACH INDIVIDUAL PERSON.**

Here too, we ask all spectators that when your swimmer has competed, you consider leaving the on deck bleachers, returning your tickets to **the Admissions Booth** (or giving them to another parent on your team who did not get in) and watching the remainder of the session on the JumboTron Video Screens, thus allowing other parents to get into the on deck bleachers to see their children swim. **Again, there will be no charge for such tickets to the second user.**

We hope that everyone realizes that there is no simple solution to make up for losing 60% of our available spectator seating under such short notice, as has happened here. We are trying to do everything we can to get everyone to see their swimmers compete. To make this work, WE ALSO NEED YOUR FULL COOPERATION IN THIS EFFORT! Please put the YMCA values of Caring, Honesty, Respect and Responsibility into practice throughout the meet experience and give a little so that other parents, relatives and friends may also take part in this exciting meet.

And lastly, please remember not to buy any tickets from scalpers. They do not have tickets to sell; you may be buying air. The only tickets available are through the YMCA website or on-site, as described above.

We'll continue to keep you updated as our work continues and new plans reveal themselves. We hope you have found this information helpful. Thanks again for your patience and understanding. See you in Fort Lauderdale!

The 2011 YMCA Short Course National Swimming Championships Meet Committee
John Mendell, Meet Chair; Jim Weaton, YUSA National Events Director