

Statement from the Indy Aquatic Masters Board of Directors
March 16th, 2020

Impact of the Coronavirus Pandemic on IAM

The emergence of the Coronavirus pandemic has created uncertainty in all aspects of our lives here and around the world. This unprecedented situation is evolving and changing as the virus continues to penetrate the United States. Our government leaders and health officials as well as our local facility aquatic directors are working to provide solutions to the best of their ability. The Indy Aquatic Masters (IAM) Board of Directors has been in discussion to determine the magnitude of the pandemic's effect on the stability of the IAM program in the short and long term. Although the IAM Board is uncertain how much the impact will affect our program or how long the closures will last, we have compiled the following to assist in answering questions. This information is subject to change as we embark through the pandemic. In summary, we ask for your patience as we all work together to get through this challenging time and continue to keep health and safety of ourselves and others the number one priority.

Will I get a membership dues refund for the time I cannot swim because of the facility closures during the coronavirus pandemic?

Our standard [billing policy](#) states membership dues are non-refundable and non-transferrable. However, this pandemic is uncharted territory for many businesses and organizations. We are a nonprofit organization. Our income does not exceed our expenses. The IAM Board and staff are committed to determining the best path to support our members while ensuring we can maintain IAM operations post-pandemic closures.

As we all navigate through this unprecedented event, our plan is as follows. We will waive April membership fees for members who request it in writing by completing an online [IAM Fee Waiver Form](#) by **March 23rd**. For members on a three, six, or twelve-month membership, your membership will be extended one month if you complete the online IAM Fee Waiver by **March 23rd**. The membership dues from members who do not elect to waive April fees will remain in our operating budget and will assist us in covering our ongoing expenses during and after the coronavirus pandemic closures.

What if the coronavirus pandemic closure is extended beyond the tentative re-opening date of April 6th?

We will revisit the situation at that time and determine the next course of action based on the information we have.

Will IAM be able to financially sustain operations during the coronavirus pandemic closure?

Although we cannot be certain how long our locations will remain closed, we are in an excellent financial position to cover our current ongoing expenses and endure the impact of event cancellations such as our Spring Fling meet, swim clinic, and the Adult Learn-to-Swim sessions over the next few months. Members who do not elect to waive membership dues for April will also help IAM endure the impact of the closures. Currently, the tentative re-opening dates are on or around April 6th. This may change over time, and we will communicate to the membership as we learn more and make adjustments as needed.

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April Fee Waiver Policy see below (subject to change)

- Members requesting to have April membership fees waived must complete an online [IAM Fee Waiver form](#) by March 23rd. Members on a monthly rate will not be charged for membership dues on April 1st. Members on a three, six, or twelve-month membership will have one month extended on their current membership. Billing will resume as normal on May 1st.
- Members requesting April fees to be waived must have been a current IAM member in March 2020.
- The IAM fee waiver is for April fees only and cannot be transferred to another month. If member chooses to freeze, suspend, or cancel membership before or on April 1st, the member is not eligible to receive a fee waiver for April.
- Members must have current, up-to-date dues payment for March 2020 at the time the IAM Fee Waiver is submitted. If the member has outstanding invoices from March because of nonpayment or credit card declines, he or she is not eligible to receive a fee waiver for April.

Thank you once again for your understanding. Feel free to reach out with any questions or concerns at info@indyaquaticmasters.com. We look forward to seeing everyone back in the pool soon.

Yours in Health,

Indy Aquatic Masters Board of Directors