

## PLEASE NOTE

### Multiple Pools Policy

When multiple pools are used to run events simultaneously, two (or more) heats with photography reservations *may* end up occurring at the same time. While this situation is infrequent, it can occur and the photographer will be unable to photograph one of the swimmers.

If a swimmer's heat is not captured due to this situation, you will receive a **refund** for that event and any corresponding product orders will be cancelled. If the situation occurs a 2nd time for the swimmer, you will receive a **full refund** of your entire order for that swimmer and all product orders for that swimmer will be cancelled. If additional heat reservations were made for the swimmer, images from those heats will still be posted online and you may choose to order prints or other items at that time.

### Capturing Faces Policy

Capturing a swimmer's face can be challenging depending on the stroke and the swimmer's stroke style. Factors include the number of times the swimmer's face is out of the water to breathe, the amount of water splashing in front of the swimmer's face, and the uncertainty of knowing which side the swimmer will turn their face to breathe. Freestyle and butterfly are the most problematic, especially when swum 50 yards or less.

If a swimmer's face is not able to be captured at all during a heat, you will receive a **refund** for that event and any corresponding product orders will be cancelled.