

## **FAQs for the pool (updated 12/7/20)**

Check out the list of FAQs below and PLEASE let us know if we can answer anything else.

### **FACILITY CONCERNS:**

#### **Q: Is the construction project for the pool area completed?**

A: Not yet! Construction will continue to the exterior wall of the Evans Street side of the building. There should be little interruption inside the pool area.

#### **Q: How do the entrance/exit procedures work?**

A: Please arrive 5 minutes before your swim time, ready to use the pool (swim suit ON) and walk directly to the Family Locker Room area. You will see places to line up. A guard will greet you for attendance and to review our procedures. You will enter the pool area and place your belongings on the bleachers in marked areas (sanitized after each swim time). After the allotted 45 mins, you will gather your belongings and exit through the Mens/Womens Locker Rooms. There will be no access to the showers (they are turned off), but clearly marked areas for changing before you leave.

#### **Q: What if I need to use the restroom during my allotted swim time?**

A: There will be public access to a designated toilet and sink in the Family Locker Room area for each hour. This area will be sanitized routinely. You may also use the Mens/Womens Locker Rooms during your swim time and afterwards for changing out of wet gear.

#### **Q: I know I need to register for a swim/class online, but do I need to sign in at the desk?**

A: There is no need to stop by the front desk when coming to use the pool. The Aquatic Supervisor will have a registration list for each hour and will be expecting you! Head straight down to the Family Locker room area where you will see spaces clearly marked for those arriving to use the pool. If you need some supplies, like a swim cap, goggles, or an aerobics belt, the front desk will be there to help you out with purchases.

### **PROGRAMMING:**

#### **Q: Will there be RipTide this Winter?**

A: We have made the decision to NOT host a Winter session of RipTide or PLUS+. We made this decision after careful thought and extensive brainstorming. We ultimately landed on this outcome for a number of reasons that were heavily facility related in nature. Our goal is to restore these programs this Spring. Be on the lookout for more information.

**Q: Will there be youth swim lessons this Winter?** We have made the decision to cancel swim lessons for kids this Winter. This decision was extremely difficult to make. Due to a lack of locker room access, the amount of face-to-face/hands on

instruction and the pool space required for well-spaced lessons to take place, we chose to cancel this session rather than provide a sub par program that would be far removed from our usual sessions. Our goal is to bring back youth swim lessons this Spring! When we are ready to get back to lessons, we will make sure you know!

**Q: Will there be pool rental space available this Winter?**

A: We have made the decision to NOT allow for rentals this Winter. With no locker room access and the need to maintain 3-6 ft of space even IN the pool, we felt that rentals could not be possible. There would be no guarantee that the renting party would all be from one household, therefore we cannot allow for rentals to take place, just yet. We hope to bring back rentals at some point.

**Q: Why are there no Open Swims for families on the calendar?**

A: We have chosen to be prudent with re-opening the pool and are doing so softly. We will have no more than 12 patrons in the water so that distance can be maintained. You MAY register yourself and a family member for a swim and use the 45 mins to play in your designated lane! You can even grab some toys and noodles! We hope to add in more swims this year, including a version of a traditional Open Swim.

**REGISTRATION:**

**Q: Do I have to register online to use the pool or for an aerobics class?**

A: Yes, you must register and pay online to use the pool or spa. This will allow the staff to maintain appropriate numbers in the pool area and will also allow us to have contact tracing information available, should we need it.

**Q: Can I swim for longer than the allotted 45 mins?**

A: You may NOT stay in the pool area longer than 45 minutes so that the staff can sanitize the equipment and facility in between swim times. You MAY register and pay for more than one swim time/class per day. We will require you to exit the pool area in between to allow for disinfection time.

**Q: Why is the swim/class fee no longer a daily pool fee?**

A: We worked extensively with our software's tech support on this issue and unfortunately, there is no way to allow you to register for more than one swim time/class but only pay once. For now you must pay PER swim/class. We plan to resume a daily pool fee as soon as we can.

**Q: Why can't I use my punch pass to pay for my swim time?**

A: We attempted, with the support of our software's tech team, to navigate a way for folks to register online for a swim time/class AND use their punch passes. There is no way to make this happen in our software system and we truly apologize for the inconvenience! In order to complete the registration for a swim time/class, you must pay online. *Do not throw those punch passes away though. They have no expiration date and are good forever.* We trust that they will be of use again- hopefully sooner than later!

**Q: Why are you not processing refunds for missed classes/swims?**

A: We are no longer processing refunds when you need to miss a class or swim you have registered for. We WILL assist you in moving your registration to another date/time within the month. If you cannot transfer your class/swim, then you will lose the registration fee you paid. If you are canceling your class/swim due to circumstances related to COVID, please reach out to the front desk who will put you in contact with our building manager. We will allow for bulk refunds in specific cases.