



CIRCLE C AQUATICS

FAMILY SWIM LANE RESERVATION

POLICIES & PROCEDURES



In an effort to mitigate the spread of COVID-19 throughout our community, the Swim Center Facility will be open for Family Swim Lane Reservations.

All persons entering the Aquatics Facilities agree to abide by these rules.

Failure to comply with all policies, rules, procedures, and aquatics staff member instructions will result in the resident being asked to leave and the inability for the resident to make future reservations.

• **General Policies**

- Reservation time blocks are for a duration of 1 hour and 15 minutes or 1 hour and 30 minutes.
- Family Swim Lanes may only be reserved by resident households for 2 or more individuals residing in the same household. Single individuals may not reserve Family Swim Lanes. At least one attendee must be age 18 or older. All attendees must be listed as residents in our membership system.
- Registration for reservations will open online at 10:00 a.m. on Thursdays for Saturday reservations, and 10:00 a.m. on Fridays for Sunday reservations.
- Reservations are open for residents of Circle C HOA only. Non-Resident guests are not permitted at this time.
- In order to book a reservation, residents must be in good standing with the Circle C HOA and follow all pool rules, policies, and procedures.
- All reservations must be made online prior to arrival at the facility. No "walk-ins" will be allowed.
- Family Swim Lanes will be two lanes wide, with an empty lane between households.
- Recreational swimming will be allowed within the reserved lane area.
- Access is restricted to the assigned Family Swim Lane, designated deck area for that lane, and restroom use. All other areas are inaccessible. When not within the Family Swim Lane, attendees must remain in the designated deck area for their assigned lane.
- Residents are limited to one reservation per household per day.
- **Social distancing will be enforced.** All residents must keep at least six (6) feet of distance between themselves and any other person not residing in the same household as the resident.
- **All residents must wear face coverings while inside the facility.** Face coverings must remain on at all times except for when the resident is inside the pool water. Face coverings are not permitted in the pool.
- In addition to this policy document, a COVID-19 Liability Waiver must be completed and signed online during the booking process. Only one waiver is required per household per reservation.
- Any residents displaying or confirming symptoms of COVID-19 will not be permitted to enter the facility.

• **Facility Alterations**

- There will be no showers or changing areas available. Residents must arrive at the facility ready to swim.
- There will be no water fountains available.
- Restrooms will be open but will be limited to one person at a time.

- The Swim Center office and main entrance will remain closed at this time. Entry to the facility will be at the Cafe gate, and only at specified times.
- There will be no lounge furniture available for use. Residents may bring their own lounge furniture, but it must remain within the designated deck area of their assigned lane area.
- The Family Swim Lane areas will be closed in between reservation blocks for disinfection/sanitizing.
- There will be no access to the park from the Swim Center.
- There will be no "Lost & Found" system in place. Residents are responsible for taking their belongings with them. Any items left behind will be discarded after the reservation block.

- **Arrival Procedures (Start of Reservation)**

- Residents will enter the facility through the Cafe Gate.
- Residents must arrive **no sooner than 5 minutes prior** to the reservation start time, and **no later than 40 minutes after** the reservation start time. **There will be no entry permitted 40 minutes after the reservation start time.**
- Residents will observe social distancing and face covering requirements while waiting in line to enter the facility. There will be social distancing markers to aide residents while waiting.
- Once called by the Aquatics Staff, residents will enter the facility one household at a time.
- Each resident will check-in for their reservation by swiping their Aquatics ID Card. Aquatics Staff will verify the reservation upon check-in. All attendees must be listed in our membership system for that household.
- Residents will be verbally screened for COVID-19 symptoms.
- Residents will arrive ready to swim. There will be no changing areas or showers available.
- Once checked in, residents will be assigned a lane and directed by the Aquatics Staff to the entry point of their lane.
- Residents must keep their personal belongings within the designated deck area of their lane.

- **Departure Procedures (End of Reservation)**

- The Aquatics Staff will close the Family Swim Lane area upon the end time of the reservation block.
- Residents must leave the facility **no later than 5 minutes after** the reservation end time.
- Residents will exit the facility through the Parking Lot Gate.

- **Cancellation Policy**

- Space is limited and in high demand. The following cancellation policy is in place.
- In order to cancel a booked reservation, an email must be sent to customerservice@ccswim.net
- Cancellation emails must be received at least four (4) hours prior to the start time of the reservation.
- Cancellation emails received less than four (4) hours prior to the start time of the reservation will be a violation of the cancellation policy.
- Two (2) violation of this cancellation policy within a sixty (60) day period of time will result in a thirty (30) day suspension of all household members from booking any reservation at any of our facilities.