



CIRCLE C AQUATICS

POOL USE RESERVATION

POLICIES & PROCEDURES



In an effort to mitigate the spread of COVID-19 throughout our community, the facilities will be open for use by reservation only.

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 30 minutes.
- Pool Use Reservations may only be attended by members of the same household. At least one attendee must be age 18 or older. All attendees must be listed as residents in our membership system.
- Every household member planning to attend the reservation must be listed on the booking.
- 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.
- 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 ages 10 and up 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. A waiver is required for each household member attending the reservation. These waivers are submitted during the booking process.
- 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.
- Restrooms will be open but will be limited to one person at a time.
- Entry to the facility will be at the main entry gate.
- At this time, there will be no lounge furniture available for use, following CDC and Health Department Guidelines. Residents may bring their own lounge furniture to the facility.
- There will be picnic tables and benches available for use. This furniture will be disinfected/sanitized in between each reservation block.

- The facility will be closed in between reservation blocks for disinfection/sanitizing.
- 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 main entry 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 on the reservation booking. Any individual, regardless of age or resident status, not listed on the reservation will be denied entry.
- Residents will be verbally screened for COVID-19 symptoms.
- Residents will arrive ready to swim. There will be no changing areas or showers available.

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

- The Aquatics Staff will close the facility 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) violations 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.