



CIRCLE C AQUATICS AREA RESERVATION POLICIES

Area Reservations are open to Residents of Circle C in good standing with the HOA with an up to date Pool Account.

A maximum of 20 Non-Resident Guests permitted to attend each reservation. This includes guests that are not swimming.

All Non-Resident Guests must be fully registered and must exit the facility at the end time of the reservation.

All patrons must abide by the Pool Standards, Policies, and Rules.

Reservation Details

- Area Reservations are in 2-hour time blocks at various times at each pool. The cost is \$100 per area, per time slot. Details on specific areas, dates, and times offered for Area Reservations can be found on the Area Reservations page of the Circle C Aquatics website.
 - Reservation times include all set-up and take-down time. Event hosts will not be permitted to set up for their event until the start time of the reservation.
 - There will be a 30-minute buffer between reservation times. Residents can reserve two subsequent time slots, but will need to submit two separate request forms and have them both approved. The extra 30 minutes between the slots will be free of charge.
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Area Reservation Request Form

- An Area Reservation Request Form must be submitted to request a reservation time slot. Residents will indicate which pool, what area (if there are multiple areas offered per pool), and which time slot they wish to reserve.
 - Only one time slot and area may be requested per form. If multiple areas or times lots are desired, multiple request forms must be submitted.
 - This form is only a request for an Area Reservation and does not guarantee or confirm a reservation booking.
 - Prior to completing the Area Reservation Request Form, Residents should ensure that there is a valid credit card on file within their Pool Account. Walkthroughs on how to access your Pool Account, log in, and add a card on file can be found on the Pool Reservations page of the Circle C Aquatics website.
 - Prior to completing the Area Reservation Request Form, Residents should call or email the Front Desk to confirm availability for their desired time slot.
 - After the Area Reservation Request Form is submitted, the Front Desk will reach out over email. Front Desk will either request more information, or if all information is complete, they will process the payment and email a confirmation. Please allow up to 24 hours for a response.
 - Area Reservation Request forms must be submitted a minimum of 24 hours in advance. Any Request forms submitted less than 24 hours before the event start time will not be processed.
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Attendees

- All Reservation attendees, swimming or non-swimming, must have an up to date Pool Tag Registration Form or Non-Resident Guest Registration Form. Resident attendees should bring their Pool Tag to check in.
- Resident attendees are encouraged to contact the Front Desk at least 24 hours prior to the Reservation to ensure their account is up to date and to take care of any issues that may be present. Residents whose accounts are inactive or on hold will not be permitted to enter the facility for the Reservation.
- All Non-Resident Guests, swimming or non-swimming, must fill out a Non-Resident Guest Registration Form online prior to entering the facility. Guests should fill out the form ahead of time to minimize delays at entry.

- Attendees that are under the age of 18 are encouraged to have a parent/guardian with them at check-in in the event that there are any issues with their account at check-in. The parent/guardian does not need to attend the Reservation.
 - There is a maximum of 20 Non-Resident Guests allowed to attend the reservation. This number includes guests that are not swimming as well as parents, grandparents, children, and grandchildren of Residents.
 - The cost of Guest fees are included in the Reservation cost. All Non-Resident Guests must exit the facility at the end time of the reservation.
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Arrival and Check-In

- All attendees of the Reservation must check in with Front Desk staff upon arrival. Non-Resident Guests should inform the Front Desk they are with the Area Reservation.
 - Reservation times include all set-up and take-down time. Event hosts will not be permitted to set up for their event until the start time of the reservation.
 - All party supplies, food, decorations, etc. must be brought into the facility through the front entrance. No entries/re-entries through back/exit gates are permitted. No gates/doors may be propped open.
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Conduct/Prohibited Items

- Outside food is allowed inside the facilities, however delivery drivers may not enter the facility. A member of the Reservation should meet the delivery person outside the facility to pick up any delivered food.
 - All food and drink must be kept at least 6 feet away from any water features. There are no refrigerators or freezers available at the Pool Offices.
 - Alcohol, glass containers, animals, piñatas, confetti, water balloons, and outside furniture (i.e. tables, chairs, shade structures, etc.) are not permitted.
 - Birthday candles are allowed, however, Aquatics staff will not supply lighters/matches. Flames larger than birthday candles are not permitted.
 - Reservation times include all set-up and take-down time. All cleanup must be completed by the end time of the Reservation. Aquatics staff can supply additional trash bags upon request.
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Cancellations, Refunds, and Closures

- To reschedule an Area Reservation, the original reservation must be canceled and an additional request form must be submitted.
 - Cancellations must be sent via email to customerservice@ccswim.net at least 7 days prior to the reservation date. No cancellations will be accepted over the phone or in person.
 - A 100% refund will be issued if the reservation is canceled at least 7 days prior to the reservation date. No refunds will be issued for reservations canceled less than 7 days prior to the reservation date.
 - If the Aquatics Facility reaches the maximum user load, event attendees may not be able to enter the facility until room becomes available. No refunds or rescheduling will be offered for events impacted by facility capacities.
 - Pool use is unpredictable and at any time during this reservation a pool closure may occur due to contamination, weather, mechanical failure, or other events. No refunds or rescheduling will be offered for events impacted by pool closures.
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Any questions about Area Reservations can be directed to customerservice@ccswim.net.