



CIRCLE C AQUATICS AREA RESERVATION POLICIES

By booking an Area Reservation, participants and their guests agree to Pool Standards, Policies, and Rules.

Area Reservation Information

- Area Reservations are offered in 2-hour time blocks at various times.
 - Reservations are \$100 per area per 2-hour time block and include a reserved seating area on deck and the ability to bring up to 20 Non-Resident Guests for the 2-hour time block. Guest fees are included in the Reservation cost.
 - Hosts are permitted to bring up to 20 Non-Resident Guests per reservation for the 2-hour time block. This number includes guests that are not swimming as well as parents, grandparents, children, and grandchildren of Residents.
 - All Non-Resident Guests must exit the facility at the end time of the reservation.
 - Reservation time slots include all set-up and take-down. Event hosts are not permitted to set up for their event until the start time of the reservation. Non-Resident Guests are not permitted to enter the facility until the start time of the Reservation.
 - For facilities that offer two time slots, there will be a 30-minute buffer between Reservation times. Residents who reserve two subsequent time slots may remain in the facility for the 30-minute buffer free of charge.
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Making Reservations

- Area Reservations are available to be booked by Circle C Residents in good standing with the HOA with an up to date Pool Account.
 - Availability can be viewed through the online reservation system through Residents' Pool Account.
 - All Area Reservations are made online by Residents through their Pool Account. Instructions on how to log into your Pool Account and make a reservation can be found on the Area Reservations page on the Circle C Aquatics website.
 - Residents will indicate which pool, what area (if there are multiple areas offered per pool), and which time slot they wish to reserve.
 - Payment is required at the time of booking to reserve the time slot.
 - If the reservation is discarded before a payment is made, the reservation will not be completed. It will block a spot on the schedule for up to 10 minutes but will not be held, even if it appears in the Resident's reservations.
 - There is not a way to pay at this point to complete the transaction. The host will need to wait up to 10 minutes for the reservation to be discarded, then booking will need to be completed over again.
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Attendees

- At least one member of the Resident Host family aged 18 or older must be present for the entirety of the Area Reservation.
- All attendees, swimming or non-swimming, must have an up to date Pool Tag Registration Form or Non-Resident Guest Registration Form on file with Circle C Aquatics prior to entry.
- Non-Resident Guests should complete the Guest Registration Form ahead of time to minimize delays at entry.
- Resident Hosts are responsible for ensuring that their attendees are properly registered to enter the facilities.
- 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.

- Attendees who are not registered properly or have an inactive account will not be permitted to enter the pool to attend the reservation.
 - 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. The parent/guardian does not need to attend the Reservation.
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Arrival and Check-In

- All attendees must check in with Front Desk staff upon arrival. Non-Resident Guests should inform the Front Desk they are here with the Area Reservation.
 - Resident attendees must check in using their Pool Tag.
 - 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. Non-Resident Guests may not enter 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 and Prohibited Items

- Only the area selected during booking will be reserved for the Area Reservation. Hosts may not move which tables or areas are reserved. Hosts may use additional areas/seating, however, these will not be reserved and hosts may not discourage other patrons from using non-reserved areas/seating.
 - Outside food is permitted inside the facilities, however food deliveries to the Front Desk are not permitted. If food is ordered, a member of the Reservation must meet the delivery person outside of the facility.
 - Delivery drivers may not enter the facility and the Front Desk is not permitted to accept any food deliveries. Food delivered to the Front Desk will be turned away.
 - There are no refrigerators, freezers, or office space available at the Pool Offices for food/drink to be kept. Food, drink and other belongings cannot be held in the Front Office.
 - All food and drink must be kept at least 6 feet away from any water features.
 - Alcohol, glass containers, and similar breakable items are prohibited. Coolers will be searched at entry.
 - Animals, piñatas, confetti, water balloons, and outside furniture (tables, chairs, etc.) are not permitted.
 - Flames larger than birthday candles are not permitted. Aquatics staff can not supply lighters/matches.
 - Reservation hosts should bring all required utensils. Aquatics staff cannot supply silverware, plates, cups, etc.
 - 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.
 - Party supplies, food, decorations, etc. may be removed from the facility through exit gates, however, no entries/re-entries through back/exit gates are permitted. Patrons entering the facility must reenter through the front entrance and check in again with the Front Desk. No gates/doors may be propped open.
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Cancellations, Refunds, and Closures

- To reschedule or change the location of an Area Reservation, the original reservation must be cancelled and an additional reservation must be made online through the host's Pool Account.
- Cancellation requests 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, or less than 7 days prior to the reservation date.
- A 100% refund will be issued if the reservation is cancelled 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 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.
- Area Reservation availability varies. Circle C Aquatics reserves the right to cancel Area Reservations at any time. Circle C Aquatics will notify hosts as far ahead of time as possible if a cancellation must be made.
- Violations of any Pool Rules and Policies or Area Reservation Policies will result in immediate cancellation of an Area Reservation without a refund.

[Any questions about Area Reservations can be directed to customerservice@ccswim.net.](mailto:customerservice@ccswim.net)