

## **Pool Customer Expectations**

- **Cooperate with the staff** – By purchasing a swim pass or paying the daily fee, you are agreeing to follow all the rules which have been established for the safety and enjoyment of all patrons. The staff is there to assist and aid all patrons using our facility.
- **Follow the rules** – The rules the staff will be enforcing have been developed over the life of the facility. It is unfortunate but the majority of rules have been written to address problems that we have encountered over the years.
- **The pool is NOT a babysitting service** – Please keep a watchful eye on all of the children you brought to the pool at all times. Children nine (9) years old and younger must be accompanied by a parent or responsible guardian at all times. The child and parent or guardian should both be dressed to swim. A guardian must be a minimum of fifteen (15) years old. Children five (5) years old and younger, or persons who cannot swim, must remain in arm's length of the parent or guardian.
- **All patrons must pay** – All persons entering the facility must pay the admission fee.
- **Have children take regular bathroom breaks** – Without these breaks, they can easily forget to go in the proper place on their own. Children who are not potty-trained must wear a swim diaper.
- **Do not swim today** – If you do not feel well and have had diarrhea or the flu in the past week, do NOT go swimming. You may be a carrier for bacteria which can infect others even though the pool water is chlorinated.
- **Shower before using the pools** – By showering immediately before swimming in our pool, you remove foreign matter like sweat, dirt, and loose hair from your body.
- **Use of the pool may be denied** – Individuals who have open wounds, sores, evidence of contagious disease, or any condition that would jeopardize the health and safety of other patrons will be denied entry.
- **Avoid prolonged breath holding** – Parents and guardians shall prohibit their children from prolonged breath holding as this can lead to shallow water blackout which may result in drowning.

- **Trash and garbage free** – To keep the facility clean, garbage must be disposed of properly. We would like to avoid putting restrictions on concessions and/or what can be brought into the pool.
- **Zero tolerance** – Our facility has a zero tolerance for offensive language, fights, theft, and other similar issues; however, our staff cannot be everywhere to hear or see everything that is said or done. Please help us keep this a family-oriented facility by reporting issues to the managers or lifeguards on duty so they can be addressed with the patrons in question.
- **Tobacco and alcohol free** – The pool is a tobacco free environment with no smoking, chewing tobacco, or vaping allowed. Alcohol is prohibited on site and anyone who exhibits signs that they have been drinking will be asked to leave.
- **Appropriate swimwear** – No jean cutoffs or khakis; no undergarments or underwear; no lifeguard apparel; no thong bathing suits; no regular diapers; no see through garments; and no swim masks with glass.
- **No glass** – No glass containers or any other type of glass is allowed in the facility.
- **General rules** – No running on the deck and no rough play in the pool or around the pool. Diving is only allowed off of the diving boards.

**Managers and assistant managers reserve the right to use discretion in situations that are not specifically addressed in these expectations.**