

Pool Customer Expectations

Updated for Summer of 2018



To help us serve you better, protect your loved ones and others that use our facility we ask and need your cooperation:

The pool staff is NOT a babysitting service – Please keep a watchful eye on your children at all times. We encourage and prefer adults come to the facility with your children. Children 7 or younger must be under the watchful eye of an adult 16 or older. Children under 5 must remain in arm's length of the parents or guardian.

Have children take regular bathroom breaks - Without these breaks they can easily forget to go in the proper place on their own.

Don't swim today - If you do not feel well and have diarrhea or the flu today or 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.

Use the family changing room when changing diapers - As convenient as it might be to change diapers around the pools, those areas are not cleaned and disinfected as often as the changing table. Plus a container for the disposal of the diaper is readily available in the family changing rooms.

Shower before using the pools – By showering immediately before swimming in our pools you will remove foreign matter like sweat, dirt, loose hair from your body and keep them out of the pools you and others will swim in.

Life Jackets – Parents or caregivers may choose to allow non-swimmers under their watch to use Coast Guard Approved lifejackets in shallow water but they should never be considered a substitute for direct supervision of their child or children. Anyone with or without lifejackets should never be allowed down the waterslides, in the lazy river, or off the diving boards.

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 those 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 the rules have been written to address problems we have encountered over the years of dealing with patrons with limited common sense and who feel what they want is the only thing that matters even to the detriment of other customers. By following the rules our staff can spend more time watching for those in need of assistance.

Avoid prolonged breath holding- This can lead to shallow water blackout which may result in drowning.

Trash and garbage free - To keep the facility as free of trash and other garbage items we do not allow customers to carry in food or coolers. We try hard to offer a full line of concession items from the popular snack items to healthy items at a reasonable price and encourage our patrons to consume these items in the concession area only. This confines litter to a small area as opposed to the entire facility.



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 so we can address them with the patrons in question.

Tobacco and alcohol free – By state law smoking is prohibited in public facilities. This includes our parking lot where cigarette butts and children with bare feet can often lead to serious injury. Help us keep the facility clean by not using smokeless tobacco. Alcohol is prohibited on site and anyone who exhibits signs they have been drinking will be asked to leave for their own safety.

Be Respectful To Staff – They are here to protect our facility from damage and to protect your safety and ultimately your life. Please treat them with the same respect and understanding you would like if you were in their position.