

# Family Aquatic Center FAQ

## 1. What is the Family Aquatic Center Schedule?

- Lap Swimming and Therapy Walking
  - 8am to 9am and 9am to 10am
  - Adults 18 years and older.
  
- Public Swim
  - 10:15am-12:15pm**
    - Tuesday, Thursday, Saturday and Sunday
      - 100 Swimmers both pools available
    - Monday, Wednesday and Friday
      - 50 swimmers leisure pool only
  
  - 12:30pm to 2:30pm and 3pm to 5pm**
    - 100 swimmers both pools available.
    - Limit 50 per pool.

Time in between swim sessions will be used for sanitizing the facility.

We ask that you please be patient as we do our best to allow a quality swimming experience while still enforcing current safety guidelines.

## 2. Will the entire facility be open?

The front two leisure pools and the main bath house will be the only facilities open for use this season. The slides, lazy river, sand play area and concession stand **will not be** opening this year.

## 3. Will I be able to buy a pool pass or use the pool pass I have already purchased?

Due to the limited number of people that will be allowed to use the pool, we will not be able to have a pool pass option for the summer of 2020. Those who have purchased a pool pass already will be given a full credit to their park district account.

## 4. How will admission to the pool be handled this year?

Those residents wishing to swim at the Family Aquatic Center will have to register and pay \$4 per person for the time slot they wish to swim on the day they wish to swim. Registration will be done on our website at [vhparkdistrict.org](http://vhparkdistrict.org). Due to social distancing restrictions, a limited number of people will be admitted into the facility during each session of swimming.

When you go to register, you will also be choosing which of the two leisure pools you wish to swim in. In order to follow state guidelines for social distancing and limits to how many people can gather in one place we will not be able to allow people to use both pools. You will be limited to one pool or the other.

You may sign up for as many days as you wish, but you may only sign up for 1 session of lap swim or public swim per day. Anything you sign up for will have to be paid for at the time of registration. No walkups will be allowed. **Everyone must sign up through the registration system.**

We will be offering registration in two week increments in order to give the maximum number of Vernon Hills families the opportunity to register to swim.

**5. What happens if I don't show up for my registered pool time? What if there is inclement weather on the day I signed up?**

If the facility opens as scheduled, no refunds will be given for those who registered but chose not to attend.

There are also no refunds, credits or rescheduling your visit on the day you are registered to come to the facility. If you wish to reschedule your visit, you will need to do so prior to the day of your scheduled visit.

If there is inclement weather and the facility is unable to open, all who registered for that day will be given a credit to their Park District account for their pool fees. Decisions about opening and closing the facility will be at the sole discretion of the Park District staff.

**6. Does everyone have to pay?**

With the limited number of spaces available for each timeslot, everyone who wishes to enter the facility will have to pay the \$4/\$6 entry fee. There will not be any age exemptions this year.

**7. How do I get into the pool on the day I have registered?**

Family Aquatic Center staff will have an up to date list of all patrons who have registered for a pool slot. You will check in with the pool staff and then receive a wrist band for everyone in your group. This wristband will show which pool you have registered to use and that you belong in the facility at that time.

Entry will be through the front gate of the facility, not through the bathhouse.

Once your group is in the facility, you will proceed to the deck area around the pool that you have chosen. While on deck you will be expected to keep 6ft of social distance from all other groups in your pool area.

**8. Can non-residents use the pool?**

Beginning Wednesday, July 8<sup>th</sup>, non-residents will be allowed to register for slots for lap swim, water walking, and public swim. The cost will be \$6/person. Everyone entering the facility must pay the \$6 fee. Registration will be done on our website at [vhparkdistrict.org](http://vhparkdistrict.org). Due to social distancing restrictions, a limited number of people will be admitted into the facility during each session of swimming.

When you go to register, you will also be choosing which of the two leisure pools you wish to swim in. In order to follow state guidelines for social distancing and limits to how many people can gather in one place we will not be able to allow people to use both pools. You will be limited to one pool or the other.

You may sign up for as many days as you wish, but you may only sign up for 1 session of lap swim or public swim per day. Anything you sign up for will have to be paid for at the time of registration. No walkups will be allowed. **Everyone must sign up through the registration system.**

We will be offering registration in two week increments in order to give the maximum number of families the opportunity to register to swim.

**9. If the concession stand is closed, will I be able to bring in my own food and drink?**

The concession area and all public water fountains will be closed. A water bottle filler will be available. We are allowing patrons to bring in their own food and drink this year. **Alcohol is prohibited** in the Family Aquatic Center. You will be required to eat in your group's designated deck area. The park district will have

trash cans available on deck for you to dispose of your trash. You are expected to leave your deck area as you found it.

**10. Will the deck furniture be available for use?**

The Park District will not be providing chairs on deck this year. All patrons wishing to have a chair to sit on will have to bring a portable folding chair with them from home. No chaise lounges are allowed.

**11. Will lifejackets be available for my child who does not swim very well?**

Normally we are happy to provide lifejackets for our patrons. Unfortunately this year anyone who wishes to have a lifejacket for their child will have to purchase a coast guard approved lifejacket and bring it to the facility with them. As a reminder, all children under the age of 8 have to be accompanied by someone 16 years or older wherever they go in the facility and must be in arms reach of that child at all times.

**12. Do I have to wear a face mask while I am in the facility?**

Patrons do not have to wear a mask when they are in the water or when they are in their socially distanced group area on deck. They must wear a face mask at all other times while in the facility.

**13. Will there be a place to change and use the bathroom?**

The main bathhouse will be available for showering, changing and using the bathroom. Locker storage will not be available. All belongings will have to stay in your group area on deck.

While using the bathhouse, patrons are expected to wear a mask and keep social distance at all times.

To cut down on the amount of patrons using indoor spaces at the same time, we recommend that patrons come to the facility showered and already in their bathing suits. If at all possible, it is also recommended that patrons change and shower at home at the conclusion of your swim time.

Family Aquatic Center staff will be sanitizing the facility at least every two hours with a focus on high touch point areas such as door handles, shower buttons etc.

**14. How do I leave the facility at the end of my swim session?**

All patrons will leave through the main bath house at the end of their swim session to create one-way traffic flow through the facility.

The Vernon Hills Park District reserves the right to add additional rules and polices as needed.

If you have questions please contact:

Robert Wood: [robertw@vhparkdistrict.org](mailto:robertw@vhparkdistrict.org)

Or

Jay Bullman: [jasonb@vhparkdistrict.org](mailto:jasonb@vhparkdistrict.org)