

2021 Pool Season Q&A

If the pool doesn't look very busy, can I show up and come in? (in-session booking) Yes, you may however, once the time slot starts, only the lifeguards can enter a booking for you.

What if I'm late to my booking? You will be allowed to enter the pool at any time during your booking time slot. However, if you know you're going to miss your reserved time slot, you are encouraged to log in and cancel your reservation to make it available for another to use.

Can the lifeguards book a reservation for me? The lifeguard may do an on-site booking of a reservation after all other reservations have checked in. Online bookings take precedent over on-site bookings.

My 90-min booking is complete, I see online that there are available spaces for the next 90-min period, may I sign up? Yes, once your active booking has begun, you can sign up for another.

A relative came to visit but doesn't have a photo in the booking system, can they come with me? No, anyone visiting who does not live in your household would be considered a guest and unable to use the pool.

My neighbor and I have been quarantining together, our families have been around each other since the pandemic started, do we need to social distance? Yes, each household must maintain a 10 feet of separation while at the pool.

Can my child attend the pool alone? Yes, the same rules from prior seasons will apply this year. Children age 13 and older may attend the pool alone. If your child is between 11 and 12, has passed the advanced swimming test, and you have provided written permission, they may attend the pool alone. A reservation must still be made and your child must be able to follow the social distancing and seating zone requirements when attending the pool by themselves.

How do I go about providing written permission for my child age 11 or 12 to attend the pool alone? Please download and fill out the Permission Slip located on the pool page of the Hiddenbrook website and email it to Hiddenbrook_homes@hotmail.com. The advanced swim test will also need to be successfully passed.

My neighbor is also a member of the pool, may I bring their child with me? If their child is of an age where they can attend the pool alone, and they have signed up for their own reservation/seating zone, then yes, they can ride to the pool with you; however, upon entry, they must remain in their own reserved zone and socially distance from your household and others when in the water or on deck. Any child who is not of an age to attend the pool alone, may not attend with a separate household.

Why are the time slots only 90-minutes? The goal is to provide the greatest number of members access to the pool on a daily basis.

Will there still be 15-min breaks in the schedule? There will be no break periods during the 90-minute time slot.

Can I swim laps and share a lane with someone from a different household? Yes, as long as you maintain a distance of 10 feet of separation. Circular lane swimming is recommended however, it is also ok to pass going in different directions.

What if there is inclement weather or thunder during my time slot? The standard pool closure/safety rules are in effect as it would be in a non-COVID season. You would have to make a new reservation for a different time slot.

If I am in the wading pool, and with my child age 5 or under, may my older aged child use the main pool? Yes, and they should use the main pool as children over age 5 are not permitted in the wading pool. When in the main pool, they must socially distance from other swimmers.

How many seating zones are in the wading pool? There are 2 seating zones in the wading pool. No more than two households may be in the wading pool during a 90-minute time slot and must still maintain social distance.

Will the diving board and slide be open? With the social distancing requirements in place, the diving board and slide be closed for the start of the season. The capability to safely integrate them back into use, will be reviewed as the season progresses.

Can I bring or order food to the pool this season? Since the new pool rules require that food only be consumed in the fenced in picnic area and we have repurposed that area for seating zones, food cannot be brought into the pool this season. Members are still welcome to bring drinks/water as long as they are not in glass containers.

If I forget my mask, will there be extras available at the pool? No, you should plan to return home and retrieve your mask before entry.

Will goggles, swim diapers, communal toys be available for use? No, we will not be offering that this season.

Why do we have to exit the pool at the gate when our time slot is up? For purposes of social distancing, we must maintain one-way foot traffic through the hallways and bathrooms. Once members have left the facility, staff will perform the required cleaning process of all high-touch areas in preparation for the next time slot.

Is there an app for the booking system so that I can access it from my phone? There is no app but you can access the website from your phone.

I forgot my password, how do I reset it? There is a 'reset password' feature on the SuperSaaS website.

How do my renters gain access to the pool? If you have renters using your membership this summer, please contact Lisa Cornaire at Hiddenbrook_Homes@hotmail.com.