

Hiddenbrook 2021 Pool Season

The Swim & Tennis Club is pleased to announce the planned reopening of the pool for the 2021 season. Due to COVID-19 there will be a number of changes to the way we operate this year. Attendance must be scheduled through an online booking system. In order to keep the pool open for the new season, it is crucial that our members cooperate and adhere to the new guidelines and rules established by the Board based on information from the CDC, the Commonwealth of Virginia and the local health department.

What's Changing

Social Distancing: The Commonwealth of Virginia requires that occupants of different households maintain 10 feet of separation.

Seating Zones: Due to this social distancing requirement, all seating areas (zones) will have 10 feet of separation between them. To meet this requirement, 23 seating zones have been laid out on the main pool deck and 2 seating zones have been marked in the wading pool area.

Booking System: Members will be able to reserve a timeslot and seating zone using a new online booking system. www.supersaas.com/schedule/login/Hiddenbrook/Swimming

Each member was sent their initial log in credentials with the annual dues bill in late February. If you have not received this information please contact the property manager.

Please use log in and verify your information in the new booking system prior to May 1st using the steps below:

Step 1: Please log in with the username and password you were given.

Step 2: Check each member name and the membership photo to ensure they are accurate, up to date, and include only members of your household. Add your email address to your online account. (All photos from the membership book have been uploaded into the online booking system)

Step 3: Any updated photos or member information must be sent via email to Lisa Cornaire at Hiddenbrook_homes@homes.com on or before May 1st.

Step 4: The pool will open on Saturday, May 29th, and members will be able to make a reservation up to one week in advance.

Booking System Rules:

- There is one Login Name and one Password per membership.
- Members may have one active reservation at a time.
- Reservations can be made up to one week in advance.
- Only household members, registered on the membership may be included in any reservation. Unfortunately, we cannot accommodate guests this season.
- An additional Q&A document is enclosed in this mailing and a link to the booking system with a detailed user guide are available on the Pool page of the Hiddenbrook Homes website.

Timeslots: Government requirements mandate systematic cleaning of the pool facilities. In order to conduct this cleaning, pool use will be limited to 90-minute timeslots, with a 30-minute

closure for the required cleaning. Each 90-minute timeslot will accommodate 23 zones on the main deck and 2 zones in the wading pool area.

The timeslots are as follows:

- 11 am to 12:30pm
- 1 pm to 2:30 pm
- 3 pm to 4:30 pm
- 5 pm to 6:30 pm
- 7 pm to 8:30 pm

Wading Pool: The wading pool will be divided into two separate areas designated as two seating zones. Only families with children age 5 or younger should book the wading pool.

Lap Swimming: Two lanes will be available for lap swimming and members are expected to socially distance when swimming laps.

Check-in Process: When you arrive for your reserved time slot, please follow the signage for proper social distancing while waiting in line to check in.

1. The lifeguard will identify you via your member number and photo in the online booking system and confirm your reservation
2. You will be asked some COVID related questions prior to entry
3. Your temperature will be taken by the lifeguard (anyone with a temperature of 100.4 or higher will not be admitted)
4. Once admitted, please go directly to your reserved zone on the pool deck

Swim Time Slot Guidelines:

1. Face masks or coverings are required at all times, except in the pool, when in a seating zone, or moving directly between a seating zone and the pool.
2. In the pool and on the deck, members are required to maintain social distance of 10 feet between households.
3. The pool furniture will not be available. This includes the chaise loungers, tables and chairs, and umbrellas. Members should plan to bring their own folding chairs if they wish to sit on the deck.
4. No food, only beverages will be allowed on deck. (no glass containers)
5. **When your 90-minute time has expired, please gather your belongings and promptly exit the pool deck through the main gate so that systematic cleaning may begin.**