

# KCC 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 user.

**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.

**Can there be more than 10 reservations in a time slot?** The lifeguards can enter a reservation above the limit if pool capacity will not be exceeded.

**My 100-min booking is complete, I see online that there are available spaces for the next 100-min period, may I sign up?** Yes, you may have up to 8 active bookings at a time.

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

**A relative came to visit but isn't registered with my household, 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 this season.

**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 10 and 13, you must provide written permission for them to attend the pool alone. A reservation must still be made and your child must be able to follow the social distancing and other 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?** The permission slip binder will still be in place at the pool as in prior years.

**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 in the pool or on the pool deck.

**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, then yes, they can ride to the pool with you; however, upon entry, they must remain in their own seating area 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 100-minutes?** Closing the pool at regular intervals for cleaning is required. The goal is to provide the most amount of members access to the pool on a daily basis.

**Will there still be 10-min breaks in the schedule?** No, each time slot is a full 100-minutes of swim time.

**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.

**Will the slide and basketball hoop be available?** With the requirements for social distancing and sanitizing, the basketball hoop and slide be closed for the season.

**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.

**Why do we have to exit the pool when our time slot is up?** 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. For purposes of social distancing, we must maintain one-way foot traffic through the hallways and bathrooms.

**Is there an app for the booking system so that I can access it from my phone?** There is not an app for the reservation system. The website can be accessed through your phone using the internet browser on your phone.

**I have renters in my home, how to they access the pool?** Please contact Lisa Cornaire, at [Lisa@SpectrumPropertyMGT.com](mailto:Lisa@SpectrumPropertyMGT.com) so that she can provide your tenant with a user name and password. They will also need to be registered for the electronic pool pass system and have their photo updated. If your renters are given access to the pool, then your access will be deactivated.