



We are happy to confirm that the **pool will open on Friday, June 5 at 11AM**. You should be aware that the reopening of facilities requires following the guidelines and mandates provided by Governor DeWine, the Ohio Department of Health and the Medina County Health Department. We are taking this opportunity to share some of the changes to hours of operation, procedures and policies for the pool facility when we open June 5. It is important to note that the guidelines and orders are fluid and continue to change as the COVID 19 situation evolves. We ask you to watch your email, watch signage and cooperate with the staff on duty at the pool as we work through this process.

### **Social Distancing and Gathering**

We are required to create an environment at the pool which facilitates appropriate social distancing on the pool deck, in the pool itself and in all service areas. Walkways should not be blocked by swimmers.

The pool deck has been arranged into appropriately distanced **family pods** with ample walkways between pods. We have 25 family pods available. Each family will be assigned an area of the pool deck (a family pod) that is approximately 10 ft by 16 ft with two chaise lounge chairs and a table with four chairs. You are asked to remain in your designated family pod or in the pool itself. Please refrain from congregating in other areas of the pool deck, locker rooms or grassy areas.

Please observe social distancing at all times. You must remain 6 feet from anyone not in your family group in all areas including the pool itself.

### **Capacity limitations require reservations**

For appropriate social distancing, we must limit the overall guest capacity of the pool and pool facility. We have implemented a reservation system utilizing ClubCentral by ForeTees which is a new smart phone app available at the app store. **Reservations are required.** Any Walk Ins will only be seated if there is an unreserved family pod.

In order to accommodate our members and follow a strict cleaning and sanitizing schedule, we are adjusting our hours and creating three sessions per day for members to reserve. The pool will open at 11AM and Close at 7PM each day. There will be three sessions; 11AM-1PM, 2PM-4PM & 5PM-7PM. You may arrive 15 minutes prior to your reservation time to get settled into your assigned pod. Lifeguards will be on duty and swimming may begin at the assigned reservation time. There will be one adult swim break (15 minutes) at the end of the first hour of each session. Lifeguards will be off duty and members will be asked to leave the pool facility promptly at the end of the session. During the 45 minutes between sessions, the staff will execute the prescribed cleaning tasks and sanitize the family pods for the next session.

### **Reservation basics**

- You may make a reservation up to 7 days prior to your visit to the pool.
- Members are **limited to one reservation per day**.
- Family Pods are **limited to 8 people** in the same family group. If your family is larger than 8 people make a reservation then contact the club at 330-725-6297 – choose option 2- dining reservations to confirm reservation specifics.
- You may **arrive 15 minutes prior** to your reservation time to check in and be seated in your family pod. Water entry/ swimming is not permitted until your reservation time commences eg. 11AM reservations may arrive starting at 10:45 with swimming commencing at 11AM.
- **No guests are allowed at this time**. Reservations are for member families which includes named members, grandchildren and babysitters registered on the member account.
- **Cancellation and no show policy**. If you do not cancel your reservation at least 24 hours ahead or fail to use your reservation with no notice then you will be charged \$50. Inclement weather will be taken into account before any cancellation/no show fees are charged.

### **Swimming**

Social distancing is required in the pool itself. Please limit gathering to your family group. We will have small cones along the pool deck separated 6 feet apart to give you a visual cue for social distancing. Lifeguards will be monitoring the number of swimmers in the pool and social distancing. Swimmers may be asked to exit the pool or separate from other swimmers by the lifeguard to accommodate this requirement. Your attention to lifeguard direction is appreciated.

Shared items are not allowed. We will not have pool noodles or floaties available. The basketball hoop will not be in the pool at this time. We ask you to limit sharing of goggles and other swim items, as well.

### **Food and Beverage Service at the Pool**

**All food orders must be placed through the ClubCentral- by ForeTees mobile app.** You may choose the “ordering” icon in the app to see our full pool menu. All beverages and snacks are available through the online ordering. You will be asked to enter your pod number when placing

your order. All orders will be delivered to the appropriate family pod. Eating and drinking is only allowed while seated in your family pod. Directions and menus will be available in your family pod. You may preorder before arriving at the pool. A delivery time during your reservation is required for preorder.

Beverages, bagged snacks and ice cream novelties are also available to order and pick up at the bar and the Halfway House Window. Please follow the social distancing markers and guidelines in these areas. The bar will not have seating and will only be a service bar.

Family pods will be cleaned and bussed at the end of the session to minimize contact between staff and pool attendees.

### **Restrooms and Locker Rooms**

Restroom and locker room areas are available with limited occupancy to one family group at a time to maintain social distancing. Remember golfers use these facilities too.

Showers and lockers will not be available.

### **Towel Service and Amenities**

Shared items are no longer allowed so we are discontinuing towel service at this time. **Please bring your own towels.**

We will not have our beverage station available for self service. Water, lemonade and iced tea may be ordered at no charge with all online family pod orders, at the bar and at the HWH Walk Up Window. Please maintain social distancing while waiting for your orders.

We understand that there are many changes to our operation. We want to thank you ahead of time for your cooperation. We ask you to share these new guidelines and practices with everyone in your party including children along with the usual pool safety rules.

As we open the pool, we will be assessing our operation to make the experience wonderful while maximizing the daily attendance in a healthy and safe environment. If you have any questions, feel free to ask any member of our staff.