



## **FAQs**

### **How can I have up to 3 amenity reservations and only 1 Lagoon Pool reservation at a time? What if I want to swim laps but I want to bring my family to the Lagoon Pool?**

Any member can have up to 3 amenity reservations at a time, but we are limiting household reservation for the Lagoon and Toddler Pools to 1 at a time.

*For example,* Mr Incredible can book a Lagoon Pool reservation for his family and also hold 2 Lap Pool reservations. Mrs Incredible can also have 2 Lap Pool reservations and join her family in the Lagoon Pool. Mrs Incredible CANNOT make an additional Lagoon Pool reservation until they have already used their existing one. Mrs Incredible CANNOT book a 3<sup>rd</sup> Lap Pool reservation if she is joining her family on the Lagoon Pool reservation. Household = 1 (including Mr and Mrs Incredible) and Mr and Mrs Incredible each have 3.

### **When do new reservations become available?**

7 days / 168 hours in advance. For example, reservations for 12:00pm next Wednesday become available at 12:00pm this Wednesday.

### **Why don't you release reservations at a specific time of day instead?**

There are 2 reasons. One is a software limitation. The other is that everyone has different schedules, so having all reservations become available at the same time every day can be very advantageous for some and unfair for others.

### **Why do I need to register if I am just watching my child swim?**

Anyone entering the facilities needs to affirm that they are not experiencing symptoms of COVID-19, that they will follow the guidelines and sign the use-risk waiver. This is not limited to people actively using amenities because there are risks involved to anyone who is coming on-site.

### **I don't see anyone in a zone in the Lagoon Pool right now- why can't I use it?**

Arrivals / departures for the amenities are staggered, so there may be times when an amenity appears not to be in use. That means it is either waiting for the next party or waiting to be cleaned after a group who left. So that we can track which areas need to be cleaned, we are not letting people switch areas outside of what they have reserved.



**Can I share a Lap Pool lane with someone in my household? Can I split my time with someone in my same household?**

We can't allow sharing a lane because it increases the risk of you being too close to members in the lanes adjacent to you. We are also not allowing splitting your reservation time with someone else as it increases traffic at the front desk, and we have the arrival/departure times staggered to decrease overlap of members of different households being in the front desk area at that same time.

**I use The Club often and the staff knows me by site- do I still need to bring my membership card?**

Yes. We need to have accurate records of who is using the facilities, and the membership card helps with this. It is also a Club Rule that needs to be followed regardless of the additional precautions we are taking for COVID-19.

**I saw that I can be suspended for not wearing a mask – yikes! What if I just forgot momentarily?**

Please be considerate of the fact that because of the way the virus spreads, not wearing your mask (especially when talking with others or while indoors) significantly increases the risk you pose to others, especially when you consider that many carriers of the virus show no symptoms. Of course our team will give you a courtesy reminder, but if you still don't put your mask back on or if you frequently forget we will have to suspend your use of the facilities to maintain a safer environment for the staff and members.

**Why did you add in conditions that lead to immediate suspension?**

We are living through unprecedented times, which has been very stressful for some. Unfortunately, some people are choosing to misdirect that frustration on our staff. The NPMA staff puts themselves at risk to keep the facilities open and are working towards a common goal of maintaining the safety and enjoyment for members. We welcome questions and constructive feedback, but please use the appropriate channels and tone to convey your frustration so we can help find a solution. Yelling, not distancing, and not wearing your mask when speaking (especially if you are projecting your voice) increases the risk to those around you. Also, we understand that it is very trendy on social media to take photos or videos of people who are asking you to follow the rules and documenting your refusal to comply, but that is not allowable under The Club Rules.