



## LAP POOL WAITLIST

Members are able to cancel their reservation up to 4 hours in advance by using the “Change / Cancel Appointment” button on their confirmation and reminder emails. This allows time for other members to be able to book those slots. Since we know that 4 hours advance notice isn’t always possible and we want to maximize use of the amenities, we are introducing waitlist appointments.

When looking at the scheduling page, members will now see a “WAITLIST Lap Pool Reservation” option. You will book times the same way that you book other reservations. Please only choose times that you would actually be able to make it to. Members are limited to holding **6 waitlist spots** at a time.

If the staff receives a late cancellation, or if someone is more than 10 minutes late for their reservation, they will check the waitlist for that time slot and start calling members to fill it. They will call members with the least facilities usage first. If the member does not answer, they will call the next person on the list until the reservation is filled. Because we are already cutting into the amount of time you can use the facilities we will not wait for call backs before moving on to the next member.

### **FAQs**

*I have a confirmed reservation, but I’m going to be more than 10 minutes late. What do I need to do to make sure my slot isn’t given to someone else? Can I just “Check In” through pre-registration?*

If you are going to be more than 10 minutes late for your reservation, please **call** the front desk and let them know so that they do not give your reservation to someone else. If you did not contact them and they were able to find someone to fill your slot, you will lose your reservation.

We have seen many instances of members “checking in” through their registration email and still not making it to The Club, so that will not count as notice that you are coming.

*I see that the reservation duration is listed as 1 hour. Will I get an hour in the pool if I’m on the waitlist?*



The waitlist reservation will end at the same time the original reservation did, so the duration will depend on how far in advance we know someone isn't coming for their reservation, when we get in touch with you and when you are able to make it to the facilities. The duration is listed as 1 hour on the scheduling site, but that is the maximum duration and not a guaranteed duration. The staff needs time to clean between groups, so we will not be able to extend the duration.

*Can I still have 3 Lap Pool reservations and be on the waitlist? If I get to use a waitlist spot does it count against me?*

You can have up to 3 Lap Pool reservations and 6 Waitlist reservations. If you are able to use one of your waitlist spots it will not count against the 3 active reservations you already had.

*The front desk told me I could come in for a spot, but I didn't see a pre-registration email yet. Where is it? Can I still come in?*

Because of the quick turnaround you might not get your pre-registration email before you come in. You will still be able to come, but will need to complete check in at the front desk.