

## POOL FAQ'S

### GUEST PASSES

#### Q) What is the club's Guest policy?

A) During the pool season each Membership has the opportunity to purchase 25 Guest passes per pool season for their Guest to enjoy the pool area, volleyball, tennis, basketball courts and play structure. Guests are not permitted in the fitness center and may not participate on the swim team or programs in the fitness center. Guest fees are as follows:

#### Fees:

- *Weekdays (Monday - Friday)* - \$13 per Guest
- *Weekends (Saturday - Sunday)* - \$20 per Guest

#### Q) Why are Memberships limited to 25 Guest Passes per Pool season?

A) Due to the high demand for Members to bring Guests, we have set these policies to ensure the club can accommodate our Members first and preserve the value and integrity of your Membership.

#### Q) Is there a rain check for Guest Passes purchased on days the Pool is closed for weather or other reasons?

A) Guest Passes are non-refundable, however, in the event of a pool closure Guest Passes will be assessed on a case to case basis in regards to refunds.

#### Q) How do Members pay Guest fees?

A) Members 12 years and older may purchase Guest passes at the Main Pool Desk at the time they are needed. The Member must be present at the time of Guest fees being paid and must remain with their Guest the entire time they are at the Club.

#### Q) What about Guest Fees for a pool Birthday Party?

A) Guests for birthday parties during a pre-scheduled party will not count against the Member allotment of passes for the year. A list of the party attendees must be sent to Amanda Turner, [amanda@signatureclub.org](mailto:amanda@signatureclub.org). 2 business days prior to the event. Members attending the party will **not** be charged. No parties are held on Weekends.

**Q) Is there a special Guest Pass for Babysitters?**

A) Yes, Members can purchase a Babysitter Pass for \$265 by contacting the Main Office during normal business hours. This provides your sitter access to the pool area during pool season to provide childcare for your children. Sitters may NOT utilize the Fitness Center. It is good only for the season it is purchased in. The Member's account purchasing a babysitter pass will be flagged as babysitter compliant. Member children must accompany the sitter when the Babysitter pass is used. The Babysitter Pass may not be used when the parents are coming to the pool; they would have to in that situation purchase a Guest Pass for the day. This pass is a non-photo pass so it is transferrable between sitters. NOTE: Should a sitter/Member be caught abusing the pass, the pass will be revoked (i.e. coming into the pool without children, Member using the pass to bring a Guest in and not babysitting your children or a sitter using the fitness center.)

**Q) Is there a special Guest Pass for Grandparents?**

A) No, we do not offer a Grandparent Pass. We do have an option for a "Pool Only" summer pass for adults living in the home who are able to provide proof of residency. The cost of this pass is \$750.00 and it must be renewed annually. Pass holders do not have access to the Fitness Center but are able to bring guests, and attend Holiday gatherings and other summer events.

## **MEMBERSHIP CARDS**

**Q) What if I forget my Membership card; can I still access the Pool?**

A) If you have a photo on file, staff can conveniently look you up by your name and verify the photo on file is of the Member trying to check in.

**Q) I lost my Membership Key Card, how do I replace it?**

A) In the event that you or a family Member has misplaced their card, you may come into the business office during regular business hours for a replacement card. The Signature Club will replace one card per Member per Membership year at no charge. In the event you should misplace your card more than once during a Membership year the replacement fee is \$5 per card.

**Q) How old does a Member have to be to enter the Pavilion Bar?**

A) 21 years old

**Q) What age children are allowed in the Kiddie Pool?**

A) Children 5 and under. Children not yet potty trained must at all times wear a swim diaper and we ask you please remember to check these regularly.

## **FOOD AND BEVERAGE**

**Q) Are outside coolers/food and beverage allowed at the pool?**

A) Outside coolers, food or beverages are NOT allowed on the premises, this includes fast food. This rule will be strictly enforced in order to guarantee compliance with the liquor law.

## **SMOKING**

**Q) Are there a designated area for smoking?**

A) Smoking is NOT allowed on the pool deck. This includes the use of e-cigarettes. Smoking is only permitted on the adult side of the Pavilion.

## **SWIM LESSONS**

**Q) Are private swim lessons offered?**

A) Yes, during pool season swim team coaches are available for private lessons at the rate of \$25/half hour. Swim lesson information is posted at both pool gates. Priority will be given to swim/dive team Members. For questions please contact Head Swim Coach Michelle Doolin, [swimteam@signatureclub.org](mailto:swimteam@signatureclub.org), 859-552-9585.

## **POOL CLOSURE**

**Q) What is the policy should there be thunder or lightning?**

A) In the event of lightning or thunder, the pool and pool deck shall be cleared, and no one will be able to re-enter the area until 30 minutes after the last occurrence and only with the permission of lifeguards.

**Q) What areas can persons go to in the event the pool and pool area is cleared?**

A) In the event the pool and pool area is cleared (i.e. thunder), person may seek shelter in the hallway to the main pool desk, the back of the property near courts or may remain in the Pavilion area. NOTE: In the event of lightening or heavy rainfall the Pavilion may be closed by The Cellar's management. During these times the pool area is closed. Should the Cellar Bar & Grille be open, people wearing proper clothing and shoes may patronize the restaurant.

**Q) What is the policy should there be fecal contamination in the pool?**

A) In the event of fecal contamination, the pool may be closed for a period of up to 24 hours depending upon the severity of the contamination, in accordance with the CDC and NSPF to prevent cryptosporidium and other fecal related diseases.

### **Still have a question?**

Please contact Christina Torres, Membership & Operations Manager, with any questions you have by stopping in the business office Monday - Friday 9 AM - 5 PM, calling 859-277-6600 ext. 2 or e-mail [christina@signatureclub.org](mailto:christina@signatureclub.org).