



Palo Alto Swim and Sport Update

July 2020

We are proud to be in the position to serve the community during this time in history. After 4 weeks of operation under our new model, this is what we have discovered and would like to share in our pursuit to improve our services to the entire community.

Reservations:

Time

Reservations are released every day at midnight for that same day of the following week. Midnight is the ONLY time our reservation system is built to use. We have requested a change in release time, but it is not possible. Therefore, swimmers are either staying up late or getting up early to reserve their favorite days and times.

Visits

With the intention of serving a greater spectrum of our aquatic enthusiasts, we are now going to limit our membership swimmers to **4** swims per week.

Volume:

We estimate that we are serving about 20-25% of our normal volume of happy positive daily aquatic users. That leaves a majority of swimmers who wish they could be in the water with us...we all look forward to that day.

Lap Swim Age Requirement:

As a safety measure, lap swimmers must be a minimum of **12** years old in order to swim in a reserved lane by themselves. We are allowing only one swimmer per lane.

Open/Family Swim

We are excited to begin offering reservations for Open/Family swim in the slide portion of the round recreational pool beginning Saturday, July 4. These hour long reservations are for families living in the same household who would like to enjoy the simple joys of summer warmth and cool water.

Camps

Summer youth camps continue to be a popular attraction for our community members, serving our youth and preserving some of the freedoms that summer represents.

Private Swim Lessons

Once people overcome the “sticker-shock” of the cost of a private swim lesson, what they are experiencing is 30 solid minutes of devoted, undivided attention from our superior level professional instructors. Parents are actually witnessing change, improvement and breakthroughs in single sessions, resulting in fewer lessons to achieve the desired result.

Beyond Barriers Athletic Foundation (BBAF) Scholarships

BBAF has rallied to offer financial scholarships to qualifying youth and families for private swim lessons, summer camps, and lifeguard certification classes. More information can be found on the program pages of [our website](#) or by contacting info@paloaltoswim.com.

New Normal:

We will of course introduce some operational improvements as we progress and learn in what at times feels like a new start-up business. But, due to county guidelines, system limitations, staff volume and other reasons, our operation is close to achieving equilibrium. What you are currently experiencing with our service is what you can count on expecting into the foreseeable future. We appreciate all the wonderful suggestions of improvement, and hope the community is able to adopt and adapt to the new normal.

Regards,

Tim Sheepier

CEO Team Sheepier Inc./Palo Alto Swim and Sport