

## **Safety Protocols for COVID-19: Ends July 4th**

Please bring the following when Lap Swimming:

1. Already be dressed to swim
2. Towel
3. Water

Requirements to enter the pool:

1. Must have a face mask on
2. Must have temperature taken by staff prior to entering
3. Must not have any symptoms of illness

Requirements for youth swimmers: (12 years and under)

1. If reserving a lane for your child, they must be capable of swimming laps independently for an extended period of time
2. An adult must be on the pool deck right by the lane observing and ensuring safety and supervision
3. We do NOT allow parents/adults to be swimming in the lane with or next to the youth swimmer due to Covid-19 guidelines

### **Arrival to Rinconada Facility**

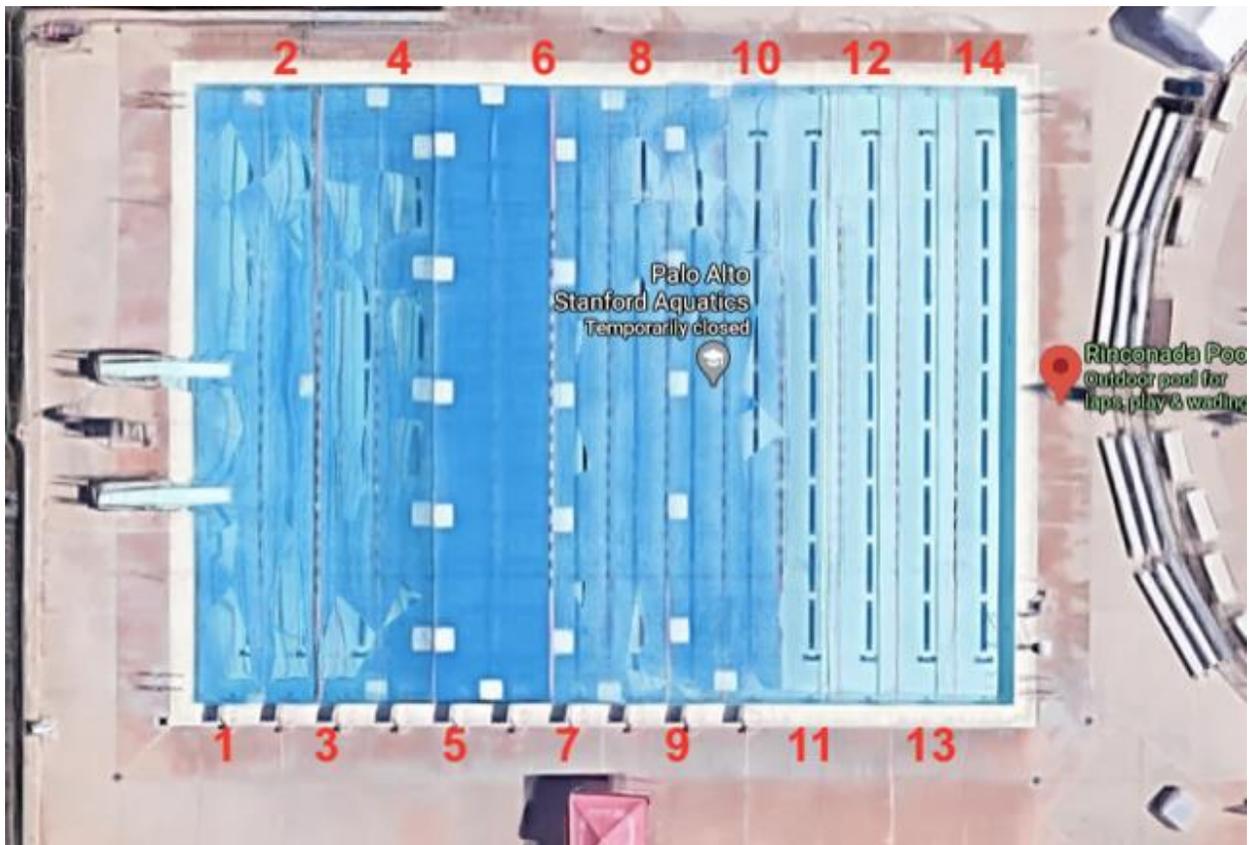
When you arrive at the facility there will be a one-way entry point and one exit point as seen on the map below. You will then line up on the fence while following social distancing guidelines. You will be greeted by a staff member that will guide you to your lane. You will need to arrive at the pool in your swim attire. Currently we are not able to open the locker rooms or showers. We will have 1 restroom available for you to use that will be disinfected after each use.

### **Entering The Pool**

The pool will be set up with lane numbers. You will be given a number when you walk in. The numbers on the pool will be odd and even numbers on opposing sides.

### **Exiting The Pool**

Our lifeguards will blow the whistle at 35 minutes to signify the end of the swim time. You will have 5 minutes to gather your things and head to the exit. There will only be one exit to the pool located in the back of the lap pool. Once getting out of the pool you will need to be sure that you continue to follow social distancing guidelines along with wearing a face-mask, our staff will be there to make sure we are all staying safe and following the guidelines.



### **Lane Cancellation/Rescheduling**

If you know that you cannot make your lane reservation, please cancel your reservation online as soon as possible to open the spot for another member of the community. If your booking is outside of 12 hours, you will have the option to "Cancel." If your booking is within 12 hours, you will have the ability to "Late Cancel."

### **Lane Reservation**

You may register for a time slot reservation through our App ([iPhone App for Apple](#) & the [Google Play App for Androids](#)) or through our [Mindbody website](#). You **MUST** pick a lane and reserve a time through the "[Reserve A Lane](#)" link. Each reservation is 45 minutes in length (35 minutes of swim time and a 10 minute buffer to enter and exit the facility).

### **Things You Need To Know: PLEASE READ!**

- Limit 1 lane reservation per day per person.
- Limited to **4 swims per week (Sunday to Saturday)**, per member.
- "No Shows" or late cancellations (made in under 12 hours) count towards the **4 swims per week**
- Lane number may change to accommodate disabled swimmers.
- Lane reservations can be booked within the next **7 days only**. The 7th day (in advance) is released online at **midnight**.
- Start date of contract/membership is the first day that you will be able to book lane reservations at no additional costs.
- At this time, each person coming to the pool to lap swim, must have a separate MINDBODY login. There is not a way at this time to book for your family members under your account.
- After almost 3 months of sheltering in place and nice weather, everyone is eager to get back to the pool so the demand for lane reservations is high right now. If you see the below error message when trying to book, we do apologize. It will show when the lane reservation that appeared open, has been booked prior to the website updating. *"We apologize, but online booking for this appointment is unavailable. Please contact the studio to book this appointment"*

### **Check-In at Rinconada Pool**

Rinconada Pool at Palo Alto Swim & Sport features a check-in system requiring either a check-in card or our smartphone app to gain access to our facilities. You can download the [iPhone App for Apple](#) & the [Google Play App for Androids](#) by clicking the respected links above.

## **How To Cancel A Lane**

1. [Follow this link](#)
2. Select "Membership Login"
3. Login and select "My Schedule"
4. Select "Lane Cancel"

If you can't use your slot, let someone else enjoy it!