

RULES FOR ENCORE POOL

POOL PHONE 408-226-6445

Encore Swimming Pool is operated by the Willow Glen Homeowners Association (WGHOA) for the enjoyment of its members and guests in social and recreational activities. Your yearly homeowners' dues make this facility possible.

1. Encore Swimming Pool rules are enforced to enable members and their guests to safely enjoy the pool activities. Activities are planned throughout the season to enhance the feeling of community and friendship within the neighborhood.
2. The Pool Managers, Lifeguards and Gate Attendants are in complete control of the pool facilities and activities. The Association's Board of Directors grants them full authority to enforce the written pool rules. They have the authority to take any steps that in their judgment are necessary for the health and safety of all people in the pool.
3. The Pool Managers and Lifeguards have complete discretionary power. There is no room for debate between the members or their guests. They may exclude or expel members or guests in the event they deem necessary to protect the mental or physical wellbeing of the participants present at the pool. Appeals may be made later to the Pool Manager and then, in turn, to a Board Member.
4. No employee shall be threatened, reprimanded, or punished by any member or guest. Any concern regarding an employee's performance should be directed to the Pool Manager, then to a Board Member.
5. Encore Swimming Pool and staff, Willow Glen Homeowners Association members and members of the governing board are not liable for injury or damage from carelessness or negligence by members or guests. They are not responsible for damage or loss of personal property.
6. Questioning or complaining about pool operations is not allowed.
7. Online membership page is to be kept updated with photos of people living in the registered house.
8. Waiver releasing liability must be signed either digitally or at the pool every new pool season.

POOL AVAILABILITY

1. Regular Hours: Lifeguard and Gate Attendant on duty. Pool hours will be posted at the pool.
 - a) Proof of pool membership required for admission. All members must check in and out with an attendant on duty.
 - b) To be admitted without a parent, a child must be at least 8 years of age and is a current pool member. The child must also pass a swim test administered by a lifeguard on duty at adult swim time. Parents must sign the consent form and leave it on file with the gate attendant.
 - c) A child at least 14 years old will be admitted without a parent and can bring ONE GUEST ONLY when there is a LIFEGUARD on duty.
2. Unattended Hours: No employees on duty. If a minor is found to use a pool key to enter the pool, the key will be deactivated, and the board of directors will take further action.
 - a) Admission is by key card only and must be a paid adult member.
 - b) Must be 18 years of age, be a current member and have an issued key card.
 - c) People inside the pool may not open the gate to anyone other than their own family members or guests.

3. Guest fees are required for all guests, including guests brought in during non-staffed hours, members must not bring in more than 4 guests.
4. Fifteen minutes each hour shall be allowed for an exclusive adult (18 and over) swim period. Non-swimming children (2) two years and younger assisted by parents / guardian may be permitted with Pool Manager / Lifeguard approval.

CONDITIONS FOR ADMITTANCE

1. Current pool membership is required for admission. Dues must be up to date. Members must be current in the membership database with a current photo. Members must update their photo and membership information every year at <https://www.esoftplanner.com/v3/admin/login.php>.
2. Renters are required to have a new "landlord permission form" on file each year, the deed owner should turn this in with payment. This form can be found on our website, or you can be obtained from the association, before pool admission will be granted.

POOL KEY CARD

1. Only one key card per household per season.
2. Renters are required to have a "landlord permission form" on file each year, which is obtained from the association before a key card is issued.
3. Lost keys cards will be replaced only once per season for the fee of \$20.00. The key that was originally issued will become deactivated once it is reported lost/stolen to the Pool Manager, Lifeguard or Gate Attendant.
4. Only one key card per household. Please do not ask for an additional key card.

PARENT/GUARDIAN RESPONSIBILITIES

1. Parents/Guardians will be held responsible for the conduct of their children whether they are present at the pool or not.
2. Parents/Guardians will always supervise their children in the Wading Pool.
3. Parents/Guardians may not leave children unattended if they have not passed the swim test and have "Unaccompanied Minor Form" signed on file.
4. Parents/Guardians will be responsible for their children's use of the pool bathrooms and shower. Shower water shall not be used to warm up while parent/guardian is on adult swim.
5. To Parents/Guardians with young children – Pool Contamination - **TO AVOID CLOSING THE POOL FOR THE DAY DUE TO CONTAMINATION; WE REQUIRE SWIMMING DIAPERS FOR ANY CHILD WHO IS NOT TOILET TRAINED. NO SWIM DIAPER, THEY WILL NOT BE ALLOWED IN THE POOL. YOUR COURTESY IS APPRECIATED.**

RULES OF CONDUCT

1. Courtesy and Politeness will always be observed. No loud or PROFANE language or boisterous conduct will be permitted. (Boisterous conduct is defined as overly active conduct that is dangerous to others) No pushing or throwing people into the pool. **NO RUNNING!**
2. Persons with communicable infections, colds, runny noses, skin rashes, skin diseases, pink eye, diarrhea may not enter the pool.
3. An adult must accompany non-swimmer children who are too short to stand in the pool, into the water. The use of flotation devices does not supplant this rule.
4. Smoking, vaping, and marijuana use are strictly prohibited at all times anywhere on the pool property. Violations will not be tolerated and may result in immediate removal from the premises, as well as suspension of pool privileges. Pool access keys will be deactivated and may only be reactivated following review and approval by the

- WGHOA Board of Directors. This policy is enforced to protect the health and safety of children and to maintain a safe, clean, and comfortable environment for all guests.
5. No one under the age 21 may possess or consume alcoholic beverages.
 6. No illegal drugs may be brought into the pool complex.
 7. Music/Radios – play at a low volume with the volume limited to a six-foot diameter. Earphones are encouraged. Please be courteous and respectful to those around you, especially children and families. No explicit music will be tolerated.
 8. Glass containers or glass bottles of any kind are **NOT** permitted in the Encore Pool complex.
 9. Sunflower seeds and gum are not permitted.
 10. Towels, rocks, hard balls, water balloons, large inner tubes and flotation devices, water guns, food, drinks, cell phones, cigarettes and e-cigarettes are not allowed in the water.
 11. Please rinse before entering the pool. Clothing must remain on when showering.
 12. Tie back hair that is shoulder length or below. If you do not have a hair tie, please see the gate attendant.
 13. **Swimsuits designed for swimming and appropriate to a community swimming pool are appropriate water apparel. Thong swimsuits are NOT allowed. Street clothes and undergarments are not allowed. No underwear can be worn in the pool. Other types of clothing are not permitted in the water.**
 14. The lifeguard stand is for lifeguard use only. Anyone seen on or in the chair will have his or her membership suspended for the season.
 15. Please dispose of all trash in the garbage cans. Please clean up the tabletops when you leave.
 16. Please use barbecues in the designated areas. You may not bring in outside BBQ's or furniture.
 17. No petition, subscription papers or political and/or religious expression will be permitted. No solicitation of funds. Only the Board or Pool Manager can approve the sale of goods and services.
 18. The wading pool is for children under the age of six ONLY. It is for quiet, passive, non-swimmers. Children must be in swimsuits / disposable swim pants. No paper or cloth diapers are allowed for health reasons. Parents must supervise their child or guests.
 19. Please use common courtesy in the bathrooms. Clean up and dispose of paper products after use. Do not flush female products.
 20. NO animals are allowed in the pool area. Only Service Animals are allowed. The ADA pet should check in with the Gate Attendant and be added to the membership.
 21. No jumping on lounges or standing on chairs, tables, or any other furniture.
 22. Swimming lessons are taught only by Encore Pool Staff when staffed or non-staffed.

RULES FOR GUESTS

1. Guest must be accompanied by pool member and registered at the front gate by an attendant. The registering member must remain at the pool to be able to supervise and be accountable for their guests' actions.
2. Guest fees are required for all guests, including guests brought in during non-staffed hours.
3. Guests are limited to 4 per day, for each membership family. During crowded times guests may be further limited or denied access to the pool area. If there are more than 4 guests, please see parties for more information.
4. A fee of \$10.00 will be charged for those 2 years of age or older upon entrance to the facility. No charge for senior citizens (60 years and older).
5. All Guests are subject to the same rules as members.

PARTIES AND SERVICES

1. Reservations must be made at least 10 days in advance. The Pool Manager must approve all requests. Those parties held after lifeguard hours will be charged an additional \$35.00 per hour lifeguard fee to retain the lifeguard. The party will be denied if a regularly scheduled lifeguard is not available to be scheduled.
2. Groups will be limited in number at the Pool Manager's discretion to prevent overcrowding. Pool safety is the most important reason for this decision.
3. A \$300.00 fee (non-refundable and covers party/guest fee up to a 20-person guest list), and a \$100.00 cleaning deposit (refundable) is required when the reservation is made. Your cleaning deposit check will be held until the attendant on duty completes a party evaluation form and turns it into the Pool Manager. If all rules and regulations are followed, then the deposit will be returned to the member. If the rules and regulations were not followed, then Encore Pool will keep the deposit. The cleaning deposit will be returned within one week after the party date.
4. The sponsoring adult must remain at the pool while the party is underway. The Host/Hostess must remain at the Gate Entrance to check in their guests.
6. A special area will be designated for parties. Due to the limited amount of pool furniture and space, we may not be able to meet all your requirements. No outside entertainment can be brought in or loud music allowed. As a courtesy to others around you we ask that you use no speakers.

SWIM LESSONS

1. Encore Pool can provide scheduled private and group swim lessons for members and non-members. The Pool Manager is responsible for coordinating this service for the community and should be contacted for information.
2. Only Encore Pool staff can conduct swim lessons at this pool. No others may teach lessons.

AFTER LOCKING POOL COMPLEX

1. Any person found within the Encore Pool Complex after it has been officially closed will be subject to a \$100.00 fine and immediate suspension of all pool privileges.
2. This includes climbing or jumping the fence or being in or on the pool deck without authorization. Such actions will be considered trespassing, and law enforcement will be contacted to investigate and address the violation.

PENALTIES

MINOR: *This is defined as a pool conduct infraction. Examples include roughhousing, shouting profanities, etc.*

- First time: Polite Warning
- Second time: Stronger warning and time out.
- Third time: Exclusion from the Encore Pool complex for a day.
- Additional: Long Term exclusion. Admission only after a parental conference if the offender is a minor.

SERIOUS: *Loss of all pool privileges for a year. Board action is required for this.*

- Alcohol, Smoking, Profane language, or illegal use of drugs by minors.
- Illegal use of drugs by adults.
- Serious threats or disrespect to members, guests, or employee's safety.
- Use of pool key for admission by those under the age of 18.