Hello BGC Aquatics Lap and Masters Swimmers,

We are excited to inform you that we were allowed to officially reopen for RSD swim team practices on Friday, June 12th. Now that our reopening is underway, we want to let you know that our pools will be open for lap swim, **WITH RESERVATION**, beginning **Wednesday, June 17th**. In this email, we will provide you with an updated lap swim schedule for phase one of our reopening, the latest protocols in place to meet all recommended guidelines, and a link to our online reservation system for lap swim. In order to lap swim at our pool, **YOU MUST HAVE A RESERVATION**. At this point in time, we are not able to accommodate walk-ins for lap swim/masters sessions.

In addition, it is important that you read this email thoroughly, as some information has changed since our initial communication regarding the lap swim program. **This email will be followed up by a second email coming tomorrow afternoon, which will include a MANDATORY COVID-19 waiver that MUST be completed electronically prior to returning to the pool for lap swim.**

**LAP SWIM PROGRAM INFORMATION**

Lap swim patrons, including masters swimmers will utilize the link provided to our online reservation system to book 45 minute lap swimming sessions separated by 15 minutes to allow for a quick exit prior to the next groups entry. Timely transitions will be appreciated. Reservations can be made until 9 pm the night before. Patrons will be able to reserve and pay for sessions up to a week out using the link provided. You may book as many sessions per week as you would like, however, we recommend that you do not pre-purchase sessions that you do not have a reservation for and/or do not plan to use in immediate future. We anticipate that we will need to pivot frequently, and that our service may change on a week to week basis as we navigate the future and evaluate the government guidelines for loosening restrictions.

At this point in time we are not following our traditional model where we allow members to use their punch passes, monthly, quarterly or annual passes. Instead, we will be initially utilizing a pay per swim model at $10 per session. The reason for the price increase during our initial reopening is that the number of swimmers we are able to serve is greatly reduced by necessary safety procedures in place to allow enough room for physical distancing.

For our patrons with monthly, quarterly or annual passes, we want to remind you that we put your accounts on a freeze beginning March 16, 2020. We placed this freeze on your membership accounts so that you would not be charged during our closure. That freeze will remain in place until we are able to move into a later phase where we can begin following our traditional business model. During that later phase we will also add the time back to your membership that you have been unable to use since March 16th.
UPDATED LAP SWIMMING PROCEDURES

In addition to the above information, we want to make you aware of the preventative measures we have put in place to protect our patrons and employees. We would like to ask for everyone to work together to execute these procedures to ensure that we can remain open and move into subsequent phases which may include the furthered development of the Masters swim program as well as increasing lap swim opportunities.

Employee Precautions:

- Employees will receive temperature screening prior to each shift and will not be allowed to work if employee’s temperature is 100.4 degrees or higher.
- Employees will take a short health survey to identify any potential illness symptoms and will not be allowed to work if symptoms are identified.
- Employees will arrive and will wear face coverings.
- Employees are trained with cleaning/disinfectant procedures following CDC guidelines.
- Common areas will be disinfected before/after each wave of swimmers.

Important information for swimmers:

- Patrons should STAY AT HOME if they are experiencing flu-like symptoms such as FEVER, COUGHING, and SHORTNESS OF BREATH. Patrons experiencing these symptoms at the pool will be asked to leave.
- If required by the County’s safe pool opening protocols, patrons may receive temperature screening prior to entry and will not be allowed to enter if their temperature is 100.4 degrees or higher.
- Patrons to enter/exit using pool gates only; West gate for entry, East gate to exit.
- Tape or other markings at least 6-feet apart in customer line area on pavement at public entrance outside of West Gate with signs directing customers to use the markings to maintain distance. Exit will be at East Gate.
- Please wear a mask in line and on deck. DO NOT WEAR MASK IN POOL.
- Locker rooms closed except for necessary bathroom use and limited to only one person at a time when possible. Patrons must wash hands after bathroom use.
- Please arrive and leave with your suit on, locker rooms will not be available for changing.
- Showers will not be available at our facility during our initial opening phase.
- Water dispensers closed; please bring your own water.
- Equipment bins closed and locked—no shared equipment allowed. All equipment must be brought from home and leave with you upon exit.
- Do not enter office areas.
- Seating/viewing areas on deck closed. No spectators on deck. Viewing area will be from the parking lot in your vehicle. Pool area will only be open to swimmers and staff.
- **Recreation Pool Swimming Lanes (Shallow Pool)** – Lanes 1 and 6 have ADA stair access. Only 1 swimmer per lane in the rec pool during lap swim. Swimmers must remain in the middle of the lane which provides approximately 8-feet of patron separation. In addition, swimmers will start and
stop only at the assigned ends of the pool; odd lanes start/stop at one end of the pool and even lanes start/stop at the opposite end of the pool. **Maximum of 6 patrons for 6 lanes during lap swim in the recreation pool.**

- **Comp Pool Swimming Lanes (Deep Pool) – 2 Swimmers per lane starting at opposite ends of the lane.** No circle swimming allowed. **Maximum of 20 patrons for 10 lanes during lap swim in the comp pool.**
- Foot coverings mandatory on pool deck.
- No physical contact allowed.

Requirements may change by government guidelines so the above is subject to change. Patrons will be notified of all changes. Remember that your participation is at your discretion. Also, by agreeing to sign up for lap swimming time slots you are agreeing to abide by all the above procedures, and failure to follow them may result in dismissal.

**ONLINE RESERVATION SYSTEM LINK & INSTRUCTIONS**

Click on the link below or paste the link into your browser to access the BGC Aquatics Self Service Reservation Booking Site. Available lap swim time slots shown on our booking reservation site currently extend one week into the future.

- Visit [https://3836.ezfacility.com/](https://3836.ezfacility.com/)
- **Returning users** may log in by typing in their username and password
- **Need help retrieving your username?** Click on the words “Having Trouble”
- Move your cursor to and click on the icon of a person located in the upper left corner of the newly opened message box.
- In the new message box, enter your email address and click on “Retrieve Username”
- **Need help retrieving your password?** Click on the words “Having Trouble”
- In the new message box that pops up, enter your username and email address
- Click on the words “Retrieve Password”
- **New users** may create a profile by clicking on the button that says “Register”
- After logging in, you can view available sessions by clicking on “Book Sessions”, located on the left hand menu bar
- Click on the calendar day you are interested in swimming
- Roll over each session with your cursor to view pool and lane information
- Click on the time slot you are interested in and read all information in the new dialog box
- To reserve and purchase your lap swim time slot, click on the button that says “buy package”
- In the new window that opens, click on “buy” to visit the payment information page
- On the payment information page, enter your payment information and click on “complete checkout”

**HOW TO VIEW RESERVATIONS**
• Visit https://3836.ezfacility.com/ and log in
• Click on “My Schedule” located on the left hand menu bar

Thank you for all of your support. We are excited to welcome you back, and we hope to see you soon!

Sincerely,

--Joe Benjamin and the BGC Aquatics Staff