

To help answer questions we have received regarding our new reservation system, in addition to a few general operational questions, we have prepared a list of frequently asked questions.

## FREQUENTLY ASKED QUESTIONS

### **Do I have to make a reservation in order to come to the pool for lap swim?**

Yes. At this time we are not able to accommodate drop-in lap swimmers as we are following the recommended guidelines in the Safe Pool Reopening Plan from the County of San Diego as well as recommended CDC guidelines. You can **MAKE A RESERVATION** by visiting <https://3836.ezfacility.com/>.

### **I am having trouble logging in to the online lap swim reservation system.**

**Need help retrieving your username?** Visit <https://3836.ezfacility.com/>.

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?** Visit <https://3836.ezfacility.com/>.

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.”

**Still unable to log in?** If you have tried to retrieve your username and/or password but are still unable to log in, please email Keegan Ruckdaschel at [kruckdaschel@bgcsandieguito.org](mailto:kruckdaschel@bgcsandieguito.org).

### **Can I make a reservation the “day of”?**

Yes. You are able to book a lap swim reservation 30 minutes prior to the session you would like to reserve.

### **How long do I have to cancel a reservation?**

You must cancel your reservation 2 hours in advance prior to the scheduled reservation. However, an exception will be made if you are sick and need to cancel within 2 hours or less. To request a “late” cancellation due to illness, please email [kruckdaschel@bgcsandieguito.com](mailto:kruckdaschel@bgcsandieguito.com).

### **Can I receive a refund or have a session credited back to my account if I miss my booked reservation?**

No shows are not eligible to receive a refund, or to have the session credited back to the account.

### **How can I purchase a session(s)?**

To view membership passes currently for sale\*, please visit <https://3836.ezfacility.com/> and click on “Buy” in the left hand menu. Then click on “Memberships” which will appear below the word “Buy.” Our new punch pass membership options will appear in the middle of the page.

## **How can I book a reservation?**

After logging in, you can view available sessions by clicking on "Book Sessions", located on the left hand side of your screen. Click on the calendar day that you want to make your reservation. 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 your lap swim time slot, click on the button that says "Book". 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 can I see which pool and what lane I am reserving in the reservation system?**

### **For Computers Users:**

Log in to the reservation site. Click on "Book Sessions" to see a calendar view of available reservations. Click on the day that you would like to reserve to see all time slot for that particular day. Using your mouse, hover with your cursor over a reservation slot. A small window will appear to let you know which pool and lane of the time slot.

### **For Mobile Device Users:**

Log in to the reservation site. Click on "Book Sessions." Select "Change View" and then "Month View" in the drop down menu. Find the day you would like to make a reservation and select "view more" to see all open time slots for that day. Click on a time slot. At the top of the new window that opens, there will be a green bar that has the pool and lane details. Below the green bar, again shows the date and time of the available slot.

## **How can I see reservations I have booked?**

Visit <https://3836.ezfacility.com/> and log in  
Click on "My Schedule" located on the left hand menu bar

## **How can I pay for more than one session at a time?**

Log in to the self service site, click on "Buy" on the left hand side of the screen. The word "Packages" will appear just below "Buy". Click "Packages." Click on the shopping cart icon on the right hand side of the screen in the new window. In the shopping cart window, click on "View Cart." In the new window, enter the quantity you wish to purchase and then click "Update". You can then click the "Checkout" button to go to the payment information page. On the payment information page, enter your payment information and then click the "Complete Checkout" button. We do recommend only pre-purchasing a few at a time (maybe only the number you intend to use in the near future) as our business model will be changing with recommended guidelines.

## **Is there a limit on the number of reservations I can make in a week?**

You may make a reservation for as many times a week as you would like.

## **How can I schedule a session that I have pre-purchased?**

If you pre-purchase a session, you can book a reservation with the amount of money you have on account.

## **What if I made a reservation for the wrong date/time/lane and need to reschedule?**

Click on "My Schedule" on the left hand menu. In the calendar view of your reserved sessions,

click on the reservation you want to cancel. In the new window, click on "Cancel Session". If the cancellation is 24 hours prior, the session will be refunded to your account so that you can make a new reservation using the "Booking" tab. If the cancellation is a late cancellation, meaning you want to cancel in less than 24 hours, you will need to send an email to [kruckdaschel@bgcsandieguito.org](mailto:kruckdaschel@bgcsandieguito.org). Once you have cancelled your reservation, you can then back to "Book Sessions" in the left hand menu, select a new session and complete the booking process to reserve the new session.

**What are the temperatures of the competition pool (deep pool), and the recreation pool (shallow pool)?**

Both pools are currently 78 and 79 degrees. This is because we are accommodating training needs of senior swim team members in each of our pools while meeting recommended social distancing guidelines.

**Why is only 1 swimmer per lane allowed in the Recreation pool but 2 swimmers allowed per lane in the Competition pool?**

Recreation pool lanes are 7 feet wide and 4 feet deep. Comp pool lanes are 8 feet wide and 9 feet deep. We have more room to accommodate swimmers while practicing social distancing in the Competition pool than in the Recreation pool. In subsequent phases of our reopening, the number of swimmers allowed per lane in each pool may change based on changes to recommended guidelines.

**My preference is to swim in the comp pool, but not sharing a lane. If there is an open lane in the comp pool would I be able to switch?**

Currently, there is not an option for reserving a full comp lane. If there is an open lane, 15 minutes into the session we can move the closest double lane patron, or first person to request.

**Do I need to bring my own swim equipment?**

Yes, there is no shared equipment.

**Are the Locker Rooms Open for Changing?**

No. The locker rooms are closed for showering and changing. Please arrive to your session in your suit

**Are the showers open?**

No. All showers at the pool are closed for use.

**Can I use the Restroom?**

Restrooms are open to one person at a time. Please use designated stalls and sinks only. Remember to wash your hands. No changing or showering allowed.