



To help answer questions regarding our online registration site and a few general operational questions, we have prepared a list of frequently asked questions.

FREQUENTLY ASKED QUESTIONS

How do I purchase a pass for Lap or Masters swim?

Please visit our website at <http://bgcsandieguito.org/programs/aquatics/>, scroll to the Lap & Masters section and click on the “Register Here” button. You will be prompted to create a username and password. You will also need to verify your email address by visiting your email account and clicking on the link that is sent from our system.

Once logged in, click on “Buy” in the left hand menu of options, then “Memberships” to see monthly or quarterly pass options, OR “Packages” to see punch pass options. A list of available memberships for purchase will appear. To purchase a particular pass, click the “Buy” button next to the pass you want to purchase.

How do I “register” for lap and Masters swim?

For Computers Users:

Log in to the registration site. Click on “Book Sessions” to see a calendar view. Click on the day that you would like to swim. Using your mouse, hover with your cursor over a time slot. A small window will appear to let you know which pool you are viewing.

For Mobile Device Users:

Log in to the registration site. Click on “Book Sessions.” Select “Change View” and then “Month View” in the drop-down menu. Find the day you would like to register and click on a time slot. At the top of the new window that opens, there will be an orange or blue bar that has the pool and lane details. Below the orange or blue bar, again shows the pool information.

What is the procedure when I arrive at the pool?

When you arrive at the pool, please enter through the building lobby and visit the check-in kiosk. Type in your name to check-in prior to entering the pool area.

I am having trouble logging in to the online registration system.

Need help retrieving your username? Visit our online registration site at <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 our online registration site <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@bgcsandiego.org.

Can I receive a refund or have a session credited back to my account if I did not visit the pool but I registered for lap swim or a Masters Session?

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

What if I register but then can't come in?

To request a cancellation due to illness, please email kruckdaschel@bgcsandiego.com.

How can I purchase a pass?

To view membership passes currently for sale, please visit <https://3836.ezfacility.com/>. Once logged in, click on "Buy" in the left-hand menu of options, then "Memberships" to see monthly or quarterly pass options, OR "Packages" to see punch pass options. A list of available memberships for purchase will appear. To purchase a particular pass, click the "Buy" button next to the pass you want to purchase.

How can I see dates that I have registered?

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

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.

Do I need to bring my own swim equipment?

Shared equipment bins are available.

Are the Locker Rooms Open for Changing?

The locker rooms/restrooms are fully open.

Where can I shower?

Both indoor and outdoor showers are available.