

Frequently Asked Questions

When will we reopen and what programs will be available?

The pool will be reopening on Monday, June 29 under a Modified Phase 1 order (up to 25% of normal capacity) issued by the state on June 10. While we had planned on reopening under Phase 3, as originally outlined in the Governor's directive, opening early allows us to provide lap swimming and water walking opportunities to patrons as well as one-on-one private swim lessons and personal training in the gym. We can also offer fitness classes upstairs to no more than five patrons in each class. At this point, it is unclear when Phase 3 would be implemented in Skagit County. When allowed, however, we can operate the facility at up to 50% capacity.

What will be our operating schedule under Modified Phase 1?

We will be open from 8:15 am – 6:15 pm weekdays and from 10:00 am – 5:00 pm weekends. Note that under normal circumstances there are a broad range of programs competing for pool space. Under this modified order, water aerobics, group swim lessons, pool parties, rec swim, and formal TAC/Masters practices are not allowed, freeing up considerable time for lap swim and water walking activities.

How will lap swimming and water walking operate?

Four lanes will be made available each weekday and five lanes on weekends for lap swimming, with a maximum of two lap swimmers per lane. Unaccompanied Lap swimmers must be at least 16 years of age. For minors accompanied by a parent or guardian, there is no age limit. The shallow end next to the aquatics office will be available for water walking, as will Lane 6 at selected times weekdays and all day on weekends. Beginning June 25, reservations may be made up to nine days in advance by calling the facility or in-person. We are also in-process on installing an on-line reservation capability, which should also be in place by 6/25, which will facilitate booking and credit card transactions. All reserved slots are of 60 minutes in duration and start on the hour.

Will the gym reopen on June 29?

No. Under Phase 2 regulations, gyms are not allowed to reopen except for one-on-one personal training sessions. The gym will reopen in Phase 3 at up to 50% volume.

How will upstairs fitness classes operate?

Many of our patrons have made clear that they are unwilling to re-enter the building until a vaccine is widely available due to safety concerns. To meet this reluctance, we are currently installing an upgraded audio/visual system that will enhance virtual attendance. We will then simulcast appropriate sessions via a Zoom link. For selected classes, up to five patrons can potentially attend, using the reservations system. All other patrons wishing to attend the class may do so via the Zoom link, minimizing potential exposure. Note: some classes may be offered in virtual format only via Zoom link. Other classes that are aerobic in nature and don't lend themselves to masking may move out-of-doors,

weather permitting, with appropriate social distancing and would not be available via Zoom. Please see the fitness class schedule on our web site for additional information.

What required procedures are we putting in place?

Entry can made only be though the front door, with one-way flow after check-in, exiting either through the east door of the pool deck or through the upstairs door to the upper parking lot, avoiding congregation in the lobby. Enhanced signage, addressing social distancing, promoting use of masks, non-entry when ill. Water fountains may be used for filling water bottles only, which must be provided by the patron. No towel service. No exercise mats, though they will be available for purchase at the front desk, along with masks. Locker rooms may be used only for hand-washing and as restrooms—no shower or dressing service. We have removed all accessory tables and chairs; the upstairs bleachers have been rolled in. Floor markings denoting social distance and pathways. All employees will be masked when indoors and interacting with patrons or other employees, unless unable to do so for medical reasons. A sanitation crew will be continuously circulating.

How do I make a lane or class reservation?

Reservations made be made on-line, via telephone or in-person. For lap swim or water walking, the reservation will be for one hour, starting on the hour, for a given time slot throughout the day. For upstairs fitness classes, the schedule will identify the class mode (simulcast, virtual-only, physical attendance-only, outside attendance-only), dates and times offered. For online reservations, a credit card will be required, as well as an email address. You will receive a receipt and a Zoom linkage to attend virtual or simulcast classes. Note: if a class is full, we will maintain a wait list. Simply sign up for the slot, include contact information, and you will be added as space comes available. We also offer a 48-hour refund policy if you book a reservation and then need to cancel. If less than 48 hours, we will make every attempt to book the slot. If a slot has not been filled ten minutes into the session, we reserve the right to give the reserved space away to a wait list patron.

What is the check-in procedure?

Please shower and suit up at home. Enter through the lower lobby. There will be two cashiers available. The front desk cashier should be used first. If there is a line, please use the secondary cashier in the conference room. Either cashier can take payments or perform check-ins. The goal is to avoid unnecessary congregation in the lobby and to speed patrons on their way. You can place your bag on the pool deck under the bleachers. The life-guard on duty will direct you to an open lane—as there may be two swimmers per lane, depending upon demand, every effort will be made to match swimmers of comparable ability. Note: the first time you visit the facility, you will be required to complete a consent form agreeing to abide by established state regulations.

What happens when I am done lap swimming/water walking?

Ideally, towel off and exit the building with your bag, using the east door to the lower parking lot. We ask that you not exit through the lobby. We will not be able to offer changing facilities, based on state regulation. Family changing rooms are reserved for Life Guard use only.

How do patrons physically attend an upstairs fitness class?

If that particular class is simulcast (i.e. five or fewer patrons physically attending the class, while also being broadcast via a Zoom link) or being offered only on-site, patrons who have made reservations should check in with the cashiers, walk up the carpeted stairs and then socially distance in the exercise room. Given the maximum number of attendees, this should not be difficult. The instructor will be masked. It is highly recommended that patrons wear a mask, as well, for the protection of others. Simulcast classes will last 45 minutes, allowing time for patrons to wipe down equipment and to exit the building in an orderly way, without interacting with entering patrons. We request that exiting patrons use the upstairs doors, avoiding the lobby area. For classes being offered outside, weather permitting, patrons will meet their instructor upstairs, collect necessary equipment for the session, and proceed to the back parking lot or lawn area. Upon conclusion, equipment will be returned and patrons will exit to the back parking lot.

What if I am not ready to come back to the facility due to safety concerns?

If your current membership is a combo punch card, your available remaining punches never expire. As such, you retain the same card balance as was in place when we were forced to shut our doors in March. Those punches can be reactivated when we move to Phase 3.

If you have a combo pass, your membership was frozen when we closed and whatever remaining time existed on your pass at that time remains valid. We will not restart your pass until you begin checking into the pool, exercise room or enrolling in virtual instruction in Phase 3. If you choose to wait (i.e. no check-ins), your pass will remain frozen until you do restart in Phase 3, with whatever remaining time still available.

Is the fee schedule under this Modified directive the same as in the past?

No. Until we move to Phase 3, a reduced usage fee will be charged, recognizing that both our facility and our programming are less available. Under the new pricing, we will differentiate between those activities for which patrons actually physically attend and those that are virtually attended through Zoom links. The physical charge will be \$5.00/visit; the virtual charge will be \$2.50. Note that this is per use so if two classes are taken virtually the total fee would be \$5.00.

Additional questions?

Cashiers will be on duty beginning the morning of June 25 at 8:15 am. We will be sending out detailed instructions on using EZ Facility to make on-line reservation and pay fees, eliminating the need to

physically enter the building. As always, you can also reserve and pay via the telephone through our main number (360-293-0673)—the cashier can either help immediately or you may leave a message and they will return your call.

Thank you for your continued support. We look forward to again serving our public and hope to see you soon.