

## GUEST POLICY



### 1) GUESTS PROCEDURES

- a) A guest is any non-member wishing to use the Club. The Club facilities are available to guests of members ONLY WHEN ACCOMPANIED BY A MEMBER (16 years or older).
- b) Guest fee must be paid at time of registration.
- c) All guests must be signed in at the Front Desk with the sponsor member's name.
- d) Guests are limited to ten (10) visits per season.
- e) Members planning to host more than 10 guests on a given day should make arrangements with the pool office at least two days in advance.
- f) There may be a limit imposed on guest passes per member per day (subject to Manager's discretion based on the capacity of the facility at that time). Management reserves the right to refuse to allow a guest admission for any reason, at any time. The decision to allow or refuse a guest can only be made by the Pool Manager or any responsible Springwood Swim Club member.

### 2) PARTIES/GROUP GATHERINGS

- a) Birthday parties/group gatherings should be arranged through the Pool Office at least two days in advance.
- b) Parties may not be approved for Sundays or major holidays, depending on the available capacity of the pool on that given day.
- c) A list of party or event guests (members and non-members) must be provided to Pool Office or to the Club Manager on duty before the party begins.
- d) The host member of the party must provide a \$75 deposit (check) to the Club Manager before the party begins. This deposit is to ensure the party concludes on time and the area is cleaned. The check will be credited against the cost of any guest fees or other charges incurred.
- e) Where a party includes children UNDER 6 (SIX) years old, the adult-to-child ratio must be no less than 1 adult for every 2 children. Example: if your 5 year old child's party includes 11 of his friends (12 total children under 6), there must be a total of 6 adults (or mother's helpers) on hand.
- f) Members interested in booking a party or group event can get more information on pricing and requirements by inquiring at the pool office.

### 3) GUEST BEHAVIOR

- a) Members are responsible to educate their guests regarding proper behavior and adhering to the rules of Springwood Swim Club.
- b) All guests (adults and children) must follow the instructions of Springwood staff at all times.
- c) Members are responsible for the actions of their guests. Guests can be asked by management to leave the facility if their conduct or actions are inappropriate.

### 4) POLICY

- a) Guest policies may vary at certain Springwood Swim Club Social events at the discretion of the Board of Governors.
- b) The Board of Governors reserves the right to revise this policy without prior notice.