



## Frequently asked Questions:

### General Information:

#### When to the pools open/close for the season?

- Open Memorial Day weekend/ Closed second weekend in August with the exception of one specified pool which remains open weekends through Labor Day.

#### What are operation hours of the pool?

- Community Pools (Garfield, Hillcrest, Oakland, Rossville) Noon-5 p.m./Large Aquatic Centers Noon-7 p.m.

#### Discounted Rates:

- Admission is discounted after 4 p.m. at Blaisdell Family Aquatic Center, Midwest Health Aquatic Center and Shawnee North Family Aquatic Center.
- Punch passes also offer a discount.

#### Outside food/drink:

- Water is allowed as long it is not in a marked cup from a restaurant. (e.g. SONIC, WENDY's, MCDONALDS)
- All other food/drink is prohibited in the facility. You are more than welcome to get your hand stamped, leave the facility, and come back in throughout the day.

#### Adult swims:

- We do not offer exclusive adult swim sessions. Most summer camps leave the aquatic centers by 3 p.m. leaving more room for adults and families.

#### Floating Devices:

- Lifejackets/Puddle Jumpers must be U.S. Coast Guard approved.
- Some lifejackets are available for use at the facility.
- Water wings, noodles, and blow up rings are **prohibited**.

### Swim Lessons:

#### When does swim lesson registration start?

- Registration starts in the middle of January

#### Can I sign up both of my kids for the same private lesson?

- Private lessons are designed for one-on-one instruction. Multiple participants make it hard for the guard to teach as well as the kids to learn.

#### Multiple swim lessons

- It is possible to register your child for multiple levels swim lessons in the same season. If the child has to retake a level, your child may not get into the next session.

#### Wrong class registration

- If you registered for the wrong class, we will try to transfer you to the proper class. This all depends on availability. (Please read class registration carefully.)

#### Missed Swim Lessons/Session:

- It is your responsibility to get your children to class. Loss of registration fee may occur if there are no openings in other classes.

**Lost items:**

- Each facility has a lost and found. You are more than welcome to give a description of your lost item and staff will be glad to look for it. Items are donated to charities at the end of each season.

**Passes:**

- Aquatic passes can only be used for pool activities. Midwest Pool punch passes can be used at Blaisdell and Shawnee North Family Aquatic Centers BUT Blaisdell and SNFAC passes may NOT be used at Midwest Health Aquatic Center. (Midwest's admission price is higher)
- Pool passes can be used for aquatic fitness passes at all facilities. Aquatic passes can be used for exercise class only.
- Community Center fitness passes may NOT be used for aquatic classes.
- Fitness/Pool passes do not expire. They may be used until all entries are punched.

**Fitness classes:**

- Water Walking is Mon.-Thurs. from 8:30-11:30 a.m. or 7-7:45 p.m. at Shawnee North Family Aquatic Center
- Aqua fitness classes are scheduled in the evenings. Check the web site or our Facebook page for times and facilities.

**Party/Facility Rentals:**

- Please keep decorations to a minimum.
- Parties start at a specific time. There is no entry to decorate before scheduled rental.
- Structured rental times are designed so staff has time to clean before the next rental.
- Outside food and drink are welcome in the party area only.
- There are refrigerators and freezers available in concessions to keep treats cold.
- Parties are asked to move all items out of the party area after their time expires. This way no one impedes on the next rental.

**Splash Pad**

- Splash pads operate from mid-May-Oct. 1 from 10 a.m.-8 p.m.
- If the splash pad does not turn on, check what time the button was pressed. Spray Parks are scheduled from 10 a.m.-8 p.m.
- If the spray pad smells like bleach, it is because sodium chloride is used for water treatment. Water is tested every day to make sure it is within safe/sanitary parameters.

**Lockers**

- Lockers are free to the public and you may bring your own lock or rent one at the admission window. This may be subject to change. Feel free to call facility to check.