



Welcome to The Highlands 2023 Pool Season!

Yes, it's finally that time of year again, so please take a few moments to read this letter, so your family is ready for the 2023 pool season.

OPENING AND CLOSING DATES

The pool will open on Saturday, May 27th, before Memorial Day, and will be open each day through Labor Day September 4th; except if we are experiencing inclement weather.

MANAGEMENT

SwimMetro Management Group of Richmond will be the pool Management Company for 2023. SwimMetro will also oversee all pool maintenance and lifeguard supervision for the upcoming season.

MEMBERSHIP & GUEST FEES

2023 Initiation Fee \$300 (*Applies only to new members or residents that did not join pool in 2022*)

- Single Person Membership (18 +) \$300.00
- Senior Membership 60+yrs (no kids) \$410.00
- Couples Membership (no kids) \$425.00
- Family Membership \$520.00
- Previous 2022 Non-Resident Member \$620.00
- Guest Pass (per person-per visit) \$ 10.00
- Each resident household in good standing with The Highland's HOA, may sponsor 1 membership type (\$100.00 additional fee)
- Summer houseguests/Nanny pool season passes are available for \$100/season. A summer houseguest **must be living full-time with the member** during only the summer months. Nanny passes are for babysitters ages 15 or older.

The 2023 annual fee for pool memberships can also be found on The Highlands website (www.highlandscs.com) along with payment information. An inordinate amount of time is required to create this database. We hope you understand that members who register and pay pool fees after the **May 24th deadline** may not have access on Memorial Day Weekend and therefore will not be able to use the pool over the Memorial Day holiday. Please ensure your fees, online registration, and waiver forms (if applicable) are returned on or before May 24th.

REGISTRATION FORMS

Please note access cannot be granted to members who have not completed and returned the information in the online registration form in its entirety. This information is used for several different reasons, such as to generate the database for the access system for each family member and to obtain members' home and work phone numbers (so they may be notified in case of an emergency). All members will be required to check in at the gate each time you visit the pool this year. We suggest downloading the CellBadge app on your smartphone to make this process easier. The gate attendant can also use your full name and address to check the CellBadge system to verify your

membership. Families with different last names will be in the system by the parent's/homeowner's last name.

CHILD WAIVER PASS

Also, as required in the past, if you have a child (children) between the ages of 11 years and 15 years and you plan to allow your child (children) to use the pool unattended by an adult, you will need to sign the enclosed waiver. Please mail it to The Highlands, C/O ACS West, PO Box 11361, Richmond, Va. 23230. Waiver access will not be granted unless we have a daytime telephone or cell phone number where one parent can be reached during pool hours. A child must meet the following criteria to have waiver access: (1) swim the length of the pool without assistance; (2) mature enough to follow pool rules and obey lifeguards. Waiver access can be revoked if a child does not follow these criteria, so we would encourage parents to explain the pool rules to their child prior to the pool opening. Children under the age of 11 years will not be allowed in the pool area unaccompanied by a responsible person (16 years or older)

WADING POOL (Baby Pool) The supervision and safeguarding of users of the wading pool shall be the responsibility of the parents of the children using the wading pool. Children must be accompanied by an adult at all times. SwimMetro or the Highlands shall not be responsible for any injury or loss resulting from the use of the wading pool.

EMERGENCY CLOSING OF POOL.

Customer and/or SwimMetro may delay the opening of the pool, or close the pool if already open, in an emergency situation caused by weather, breakdown of equipment, a medical emergency, the availability of commercial pool chemicals, a declared State of Emergency by the Governor of Virginia or by other causes outside of SwimMetro's control.

THE HIGHLANDS POOL HOURS OF OPERATION AND FACILITY RULES FOR 2023

May 27, 2023 - September 4, 2023

Weekdays (May 30 - 31, CCPS in session 11am-7pm)

- 1 Mgr./Asst. Mgr. or Head Guard 11:00 a.m. - 7:00 p.m.
- 2 Lifeguards 11:00 a.m. - 7:00 p.m.
- 3 Lifeguards 4:00 p.m. - 7:00 p.m.

Weekdays (June 1 - 2, CCPS early release 11am-7pm)

- 1 Mgr./Asst. Mgr. or Head Guard 11:00 a.m. - 7:00 p.m.
- 2 Lifeguards 11:00 a.m. - 7:00 p.m.
- 3 Lifeguards 1:00 p.m. - 7:00 p.m.

Weekdays (June 5 - July 21, CCPS not in session 11am-8pm)

- 1 Mgr./Asst. Mgr. or Head Guard 11:00 a.m. - 8:00 p.m.
- 5 Lifeguards 11:00 a.m. - 8:00 p.m.

Weekdays (July 24 - August 18, CCPS not in session 11am-8pm)

- 1 Mgr./Asst. Mgr. or Head Guard 11:00 a.m. - 8:00 p.m.
- 4 Lifeguards 11:00 a.m. - 8:00 p.m.

Weekdays (August 22 - 31, CCPS in session 11am-7pm)

- 1 Mgr./Asst. Mgr. or Head Guard 4:30 p.m. - 7:00 p.m.
- 4 Lifeguards 4:30 p.m. - 7:00 p.m.

Friday, September 1 (CCPS not in session 11am-8pm)

1 Mgr./Asst. Mgr. or Head Guard 11:00 a.m. - 8:00 p.m.

5 Lifeguards 11:00 a.m. - 8:00 p.m.

Saturdays (May 27 - September 2 11am-8pm)

1 Mgr./Asst. Mgr. or Head Guard 11:00 a.m. - 8:00 p.m.

5 Lifeguards 11:00 a.m. - 8:00 p.m.

Sundays (May 28 - September 3 11am-7pm)

1 Mgr./Asst. Mgr. or Head Guard 12:00 p.m. - 7:00 p.m.

5 Lifeguards 12:00 p.m. - 7:00 p.m.

Holidays (Memorial Day and Labor Day 11am-7pm)

1 Mgr./Asst. Mgr. or Head Guard 11:00 a.m. - 7:00 p.m.

5 Lifeguards 11:00 a.m. - 7:00 p.m.

The operating schedule outlined above is based on the 2022 - 2023 start and end date of Chesterfield County Public Schools (CCPS). Should CCPS change the start and end date of county public schools during the term of this Agreement, the Pool Operation Schedule is subject to change due to staffing availability.

RULES

Please take a few moments to review the enclosed Pool Rules and save these rules for future reference. The Highlands Pool is a family pool and the attire worn is to be consistent with a family pool setting.

All members should become very familiar with these rules. Members should explain these rules to their dependents. These rules are designed to provide for the safety of all members. Please remember that this is a family facility and that the rights, privileges, and safety of all members should be respected. Failure to follow these rules will be grounds for the suspension of your privileges.

All accidents must be reported to a lifeguard, pool manager, or SwimMetro Management Group of Richmond at (804) 675-3299, immediately.

FACILITY GENERAL RULES

All Members and Guests Must Check-In Before Entering the Pool Area

Please download the CellBadge app to your smartphone to help make your check in process easier.

Abusive or profane language or breach of the peace will not be tolerated anywhere on recreation facility property.

ACS West Inc. and or the Highlands Homeowners Association is not responsible for the personal property of members, dependents, or guests, which is left, lost, damaged, or stolen in or on the property.

Any recreation facility property willfully damaged by any member or guest will be repaired or replaced at the member's or guest's expense.

Pets are not permitted inside the fenced pool area.

No Smoking or vaping of any type is allowed in the pool area.

Absolutely no public intoxication anywhere on The Highlands Pool and Racquet Club property.

Baby carriages and wheelchairs are the only wheeled vehicles allowed in the fenced pool area.

Unless an emergency arises, all conversations with the lifeguards should be restricted to "off-duty" time and "break" time.

Lifeguard stands/stations are located on the deck of the pool. Only authorized personnel are allowed to be in or to use these stands/stations.

The kiddy pool is for the use of children aged five (5) and under. Older children are not permitted in this pool. Lifeguards will NOT supervise the kiddy pool. Children in the kiddy pool MUST ALWAYS be attended by an adult.

Children under the age of 11 years of age must be under the direct supervision of someone 16 years of age or older while on the property. All children between the ages of 11 to 16, who are not accompanied by an adult and have a signed waiver form on file, may be required to pass a designated swim test.

Any child under the age of 16 who will be allowed to attend the pool without an adult must have a release on file signed by the parents with contact phone numbers for the parents.

The lifeguards and manager are fully authorized to enforce all rules and regulations, and may temporarily suspend violators, as they deem necessary. If a member or a member's guest repeatedly disobeys rules and regulations, the Highlands HOA may revoke the member's membership without a refund.

The Highlands Homeowners Association and/or ACS West Property Management ARE NOT RESPONSIBLE FOR INJURIES TO MEMBERS, DEPENDENTS, OR GUESTS. Members use the pool at their own risk.

Any social/party during normal hours of operation must be approved one week in advance by the pool manager.

HEALTH

Showers are required before using the pool.

Band-Aids and bandages must be removed before entering the pool area.

Parents are requested to remind their children of the toilet facilities and to keep these areas sanitary.

Admission to the swimming pools shall be refused to any person who has an infectious disease, sore or inflamed eyes, a cold, nasal or ear discharge, communicable disease of any kind, excessive sunburn, open sores, or bandages of any kind.

Any person with heart disease, diabetes, epilepsy, fainting spells, or those who wear a medical alert bracelet or necklace must make this known to the head lifeguard on duty. This in no way implies that the lifeguard assumes responsibility for the health or physical condition of the member or guest.

Spitting of water or any similar unhygienic actions will not be allowed.

Articles of food, chewing gum, and drink are not permitted in the pool.

POOL ATTIRE

All persons, regardless of age, must wear swimming attire while in either pool. Cut-off (un-hemmed) shorts are not considered appropriate swimming attire. The Highland's Pool is a family pool and the attire worn is to be consistent with a family pool setting. Appropriate body coverage is required. No thong or European-cut bathing suits are permitted to be worn in the pool area. Cloth diapers and plastic pants or swimmers are required in either pool. No disposable diapers.

SWIMMING SAFETY RULES

*****A lifeguard's word is final and will be supported by the Pool Manager and The Highlands.*****

Everyone must leave the pool in the event of an emergency. The signal for this is three (3) blasts of the lifeguard's whistle. There will be emergency drills throughout the season.

The lifeguards have the authority to close the pool at any time, in consideration of the health and safety of members. (Cold weather, rain, electrical storms, equipment malfunction, etc.)

The following are prohibited in the fenced pool area:

1. Smoking, Vaping, Chewing gum
2. All forms of horseplay including dunking, pushing, and running
3. Water balloons & water guns
4. Hanging on the dividing ropes, lane lines, the fill pipe, or the lifeguard stands

Approved life jackets, water wings, and ring vests may be worn only in the intermediate (3-foot section) area of the pool.

Flotation devices, soft pool toys, balls, diving rings, swim masks, snorkels, and fins will be allowed in the pool at the discretion of the lifeguards.

DIVING SAFETY RULES

Divers will have priority over other swimmers in the diving well.

Non-swimmers are prohibited in the diving area without adult supervision.

When diving, you must dive straight off the end of the board. You may not jump/dive to the side. Only one person is permitted on each diving board or ladder at a time.

The diving well must be clear BEFORE the next swimmer jumps/dives; meaning the previous jumper/diver must be either out of the pool or on the exiting ladder before the next person jumps/dives. After diving/jumping into the water, the swimmer should quickly exit the diving area.

Never hang onto the edge or ends of the diving boards.

Members and Guests that do not follow the Pool Rules will be warned, placed in time out, and/or required to leave the pool. After repeated violations, a member or guest will be prohibited from returning to the pool.

FACILITY GUEST POLICY

Recreation facilities are for use by current members who shall be Highlands's property owners and their guests only. Guests must be accompanied by a member and registered by the signature of the member. Adult guests must provide a driver's license or similar form of identification if requested by the pool manager or lifeguard.

Unauthorized visitors will be asked to leave the property.

An adult pool member must accompany any guest under the age of 16 years.

If a Member Brings a Guest to the Pool, the Member is required to pay \$10.00 per Guest.

FOOD AND BEVERAGES

Glass containers of any kind (baby bottles included) are not permitted anywhere on recreation property.

Alcoholic beverages are not permitted anywhere on the property (State ABC Regulations) except on special occasions specifically approved by the State ABC Board. Food is allowed only away from the pool (distance to be determined by lifeguards).

Please use trash containers that are available around the pool.

PARKING LOT AND VEHICLES

- Pedestrians have the right of way.
- The speed limit is 10 MPH.
- Park bicycles in bicycle racks.
- Handicap parking places are for use by those who have an authorized handicap sticker or license plate. No overnight parking of vehicles. Will be towed off the lot immediately.

LAKE

No Swimming in the lake or diving off the Association's gazebo. Please see the Covenants and Restrictions for other lake use rules and regulations.

THESE RULES AND REGULATIONS ARE SUBJECT TO CHANGE AT ANY TIME AS DEEMED NECESSARY BY THE BOARD OF DIRECTORS AND POOL MANAGEMENT.