



**THE HIGHLANDS**

*Swim and Racquet Club*

## **Welcome to The Highlands 2024 Pool Season!**

*An abbreviated version of this pool info will be mailed to all Highlands residents.*

*Please visit <https://highlandsca.com/pool/> for a digital copy of this information.*

### **EXCITING UPDATES**

- ★ Open weekends after Labor Day
- ★ New pool furniture
- ★ Security cameras
- ★ Payment installment option available
- ★ Early bird guest passes
- ★ Opening at 10:30am daily
- ★ Digital guest passes w/bulk discounts
- ★ Planned social events
- ★ Nifty 50's water aerobics
- ★ Swim lessons
- ★ New membership option
- ★ Key cards to access pool

### **IMPORTANT DATES**

- ★ April 14: Swim Team Open House
- ★ April 20: Last day to register with an option to make two installment payments
- ★ April 30: Early bird registration deadline
- ★ April 30: Deadline to register & receive pool membership key cards by opening day
- ★ May 19: Pool Open House
- ★ May 20: Deadline to register & have pool membership approved by opening weekend
- ★ May 25: Opening day
- ★ May 31: Last day of CCPS; all Highlands residents can try the pool for FREE today!
- ★ June 1: Last day to register & avoid late fee
- ★ August 19: CCPS in session; open weekends only now
- ★ September 15: Last day of the season

### **OPENING AND CLOSING DATES**

The pool will be open daily beginning Saturday, May 25 through Sunday, August 18. The pool will be open on weekends only after Chesterfield County Public Schools (CCPS) returns to school. The pool will now stay open during the first two weekends after Labor Day and close for the season on September 15, 2024.

### **EARLY BIRD GUEST PASSES**

Members who submit their pool application by April 30 will receive five (5) free guest passes.

### **INSTALLMENT OPTION**

Members who register by April 20 may opt to pay for their pool membership in two (2) payments at no extra charge, however, the account must be paid in full before opening day.

### **LATE FEE**

Members who register after June 1 will incur a \$25.00 late fee.

### **LATE SUMMER DISCOUNT**

Traveling during the first part of the summer? New this year: Members may join at a discounted rate beginning on July 20. They will have four full weeks to use the pool, plus four additional weekends after CCPS returns to school. Discount will be approximately 25%. Initiation fee rules still apply.

## MEMBERSHIP FEES

### Initiation Fee \$300 *(Applies only to Highlands residents who did not join the pool in 2023)*

- **Solo membership** (one person age 18 +) \$305.00
- **Double membership** (up to 2 people living full-time in the same residence) \$430.00
- **Family Membership** (3 or more people living full-time in the same residence) \$525.00
- **Senior membership** (up to 2 people ages 60+ yrs living full-time in the same residence) \$415.00
- **Non-Resident Family Membership** (must be sponsored by a current Highlands pool member) \$625.00
- Family memberships include one childcare provider at no additional fee. Childcare providers must be age 16 or older.
- Family memberships may include grandchildren.
- *Only individuals who live in your home may be on your membership - extended family members and friends who do not live in your residence should not be added.*
- Residents must be current with HOA dues and fees to have their application approved.

## POOL ENTRY AND MEMBERSHIP KEY CARDS

- All members and guests must check in before entering the pool area.
- All members ages 11 and older will be issued a membership key card containing a unique barcode.
- Each member will scan their card at the front desk to check in before entering the pool area. Lifeguards will verify that the member's photo matches the member checking in.
- Members may also check in at the front desk by giving their full name and address.
- We ask that members scan out using their key cards when leaving the pool. This helps us know how many members are at the pool and justifies the need to have extended pool hours based on how often and how long members use the pool.
- We recommend taking a picture of your membership card. You may scan it to enter the pool.
- Members who sign up by April 30 can pick up key cards at the open house on May 19.
- The fee for a lost membership key card is \$5.00.

## GUEST FEES & POLICIES

- Guest passes:  
Per person-per-visit \$10.00                      5 pack for \$40.00                      10 pack for \$75.00
- Highlands residents may not come as guests of members - please join the pool!
- Highlands residents who would like to "try out" the pool for a day should reach out to the pool committee for more details.
- Family members in the same household may not come as a guest of a member - they should be added to the pool member's account.
- Guests must be accompanied by a member at all times.
- All guests ages 5 and under are free.
- Members may purchase guest passes online using their member account.
- At registration only, guest passes will be available to purchase for only \$6.00 each.
- All guests will have a personalized profile, must check in with lifeguards each visit, and provide a driver's license or similar form of identification if requested by the lifeguard at check-in.
- Guest passes are not refundable or transferable and expire at the end of the 2024 pool season. No exceptions.

## NEW REGISTRATION SYSTEM

Please have patience with us as we transition to our new pool software, eSoft Planner. With eSoft you will be able to sign up and pay for a pool membership, as well as purchase digital guest passes, all in one place. We will be able to update you on pool news and activities throughout the season. Beginning in 2025, you will be able to make multiple installment payments instead of just two. It's been a tremendous undertaking to transition from Cell Badge, but we know it'll be great!

## HOW TO REGISTER

- **2023 Pool Members:** On April 3, 2024, an email was sent to your primary email address from last season containing a unique link to access your new eSoft pool account. If you were a pool member last year and didn't receive this email, let us know. *Do not create a new account or it will prompt you to pay another \$300 initiation fee!*
- **NEW Pool Members and Non-Resident Pool Members:** Go to <https://bit.ly/2024POOL> to apply for a pool membership. New applications will go to a waitlist until they are verified by ACS West and/or the Highlands Pool Committee. Once approved, you will get an email with instructions on how to create an account. Please allow three (3) business days for processing.
- All members must upload a current photo of every family member on their account.
- Please register and pay pool fees **before May 20**, or you may not have access to the pool for Memorial Day Weekend.
- Credit card payments will be charged a 3% convenience fee. No fee for payments by check.
- ALL OF THIS INFO, including links to join are available at [www.highlandsca.com/pool](http://www.highlandsca.com/pool).
- Please email [pool@highlandsca.com](mailto:pool@highlandsca.com) if you have questions or encounter any problems with your application or registration - we will be happy to help you!

## NEW FURNITURE

We are excited to announce that the HOA board approved the purchase of new pool furniture. The first phase of new furniture has already been delivered to the pool, adding more tables and chairs to accommodate our pool members! The second phase of new furniture will be added for the summer of 2025. For this season only, we will use a combination of the new and existing furniture.

## LAP SWIM

We intend to have two (2) lap lanes available during regular pool hours. If a lap lane is unavailable during pool hours due to swim team practice or any other reasons, please notify a lifeguard and they will assist you.

## HIGHLANDS SWIM TEAM

The Highlands has a summer recreational swim team for ages 5-18, offering quality coaching and technique instruction for all abilities. All swim team members must also be members of the Highlands pool. Their Open House is April 14, 2024 from 2:00 PM - 5:00 PM at the Lake Margaret Clubhouse. Please visit [www.highlandshurricanes.com](http://www.highlandshurricanes.com) for more info.

The pool will close at 4:00 PM on three (3) days for home swim meets: June 11, June 18, and July 9. All residents are invited to come cheer on the Highlands Hurricanes!! Entry to swim meets is FREE. Meets begin at 6:30 PM.

## SWIM LESSONS

Swim lessons are available upon request. Lifeguards and the Pool Committee will have more information on this as we get closer to summer!

## NIFTY 50'S WATER AEROBICS

Water aerobics classes are offered for members of the Highlands Nifty 50's who are pool members. Visit <https://highlandsnf.org/home> for more information.

## POOL MANAGEMENT

SwimMetro Management Group of Richmond will oversee all pool maintenance and lifeguard supervision for the upcoming season. All accidents must be reported immediately to a lifeguard, pool manager, or SwimMetro at (804) 675-3299.

## HOURS OF OPERATION

### May 25 - May 31 (CCPS in session)

Sun - Thurs 10:30 AM - 7:00 PM

Fri - Sat 10:30 AM - 8:00 PM

### June 1 - Aug 18

Daily 10:30 AM - 8:00 PM

### Aug 23 - Sept 15 (weekends only - CCPS in session)

Fri 4:00 PM - 8:00 PM

Sat 10:30 AM - 8:00 PM

Sun 10:30 AM - 7:00 PM

\*Pool is closed M-Th after Aug 18

### HOLIDAYS:

#### May 27 (Memorial Day)

Mon 10:30 AM - 7:00 PM

#### July 4 (4th of July)

Thurs 10:30 AM - 8:00 PM

#### Aug 30 (CCPS holiday)

Fri 10:30 AM - 8:00 PM

#### Sept 2 (Labor Day)

Mon 10:30 AM - 7:00 PM

## SOCIAL EVENTS AT THE POOL

### MAY

19 Pool Open House (2:00 PM - 4:00 PM)

25 Opening Day

27 Memorial Day Party

31 Last Day of School Party (*open to all residents to try the pool, not just pool members*)

### JUNE

7 Movie Night or Float Night

11 Swim Meet (pool closes @ 4:00 PM)

18 Swim Meet (pool closes @ 4:00 PM)

22 Movie Night or Float Night

### JULY

4 Fourth of July Party

9 Swim Meet (pool closes @ 4:00 PM)

12 Movie Night or Float Night

### AUGUST

18 Back to School Party

### SEPTEMBER

2 Labor Day Party

### DONATIONS (drop off items @ pool)

June: Chesterfield Food Bank

July: Animal Shelter

August: School Supplies

Highlands residents are invited to attend swim meets, which are FREE and begin at 6:30 PM. Come cheer on our neighborhood swimmers!

\*All dates are tentative and subject to change

## POOL RULES

All members and their dependents should be familiar with these rules. They are designed for the safety of all members. This is a family facility and the rights, privileges, and safety of all members should be respected. Failure to follow these rules will be grounds for the suspension or revocation of your privileges and/or membership.

- The lifeguards, pool manager, and Highlands Pool Committee are fully authorized to enforce all rules and regulations, and may temporarily suspend violators, as they deem necessary.
- If an individual has been suspended from the pool, they may not enter as the guest of another member during the period of their suspension.
- 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.

### APPROPRIATE BEHAVIOR

We foster an environment of safety and respect in which our members, guests, and staff feel safe and comfortable. The Highlands reserves the right to have an individual removed from the facility, and/or to suspend or revoke membership or program participation privileges to anyone who displays inappropriate and harmful behavior toward staff, fellow members, or guests.

As in any emergency, if you see something that needs police, fire, or ambulance assistance please call 911 immediately. Otherwise, please report any unsafe situation or suspicious behavior immediately to the Manager on duty. They will react accordingly and alert the appropriate people as needed. If you do not feel comfortable or confident directing your concern to the staff in person, or if your concern is related to staff members themselves, please send an email to both the Pool Committee and HOA Board of Directors: [pool@highlandsca.com](mailto:pool@highlandsca.com) and [board@highlandsca.com](mailto:board@highlandsca.com).

- Abusive, foul, discriminatory, and/or profane language or breach of the peace will not be tolerated anywhere on recreation facility property.
- No horseplay including dunking, pushing, and running.
- No water balloons or water guns.
- No hanging on the dividing ropes, lane lines, fill pipe, or lifeguard stands.
- No throwing sports balls (ex: footballs) on the pool deck.
- Spitting of water or any similar unhygienic actions will not be allowed.

### BABY POOL

Children must be accompanied by an adult at all times in the baby pool. The supervision and safeguarding of users of the baby pool are the responsibility of the parents or caregivers of the children using the baby pool. SwimMetro and/or the Highlands shall not be responsible for any injury or loss resulting from the use of the baby pool.

### BATHROOMS

The lifeguards clean the pool bathrooms regularly throughout the day. Please notify any lifeguard on duty if the bathrooms need immediate attention.

## **BIKES/SKATEBOARDS/SCOOTERS**

Baby strollers, wagons, and wheelchairs are the only wheeled vehicles allowed in the fenced pool area. Any other wheeled vehicles should be parked in the bike racks provided.

## **CHILD WAIVER PASS**

No separate child waiver for ages 11 - 15 is required this year because it is included in the pool membership application. The following criteria must be met for children ages 11 - 15 to use the pool without a responsible person (16 years or older):

- Swim the length of the pool without assistance.
- Be mature enough to follow pool rules and obey lifeguards.
- Waiver access will be revoked if a child does not follow these criteria or pool rules.
- Parents/guardians must explain these rules to their child(ren) before pool usage.
- Children under the age of 11 years are not allowed in the pool area unless accompanied by a responsible person (16 years or older).

## **DAMAGES TO THE POOL**

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

## **DIVING AND SLIDE RULES**

- Divers will have priority over other swimmers in the diving well.
- Non-swimmers are prohibited in the diving area.
- 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 exit 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.
- Only one person on the blue slide at a time.
- Anyone using the blue slide must know how to swim without flotation devices and exit the slide area on their own.
- No "catching" anyone at the bottom of the blue slide.

## **EMERGENCIES**

- Everyone must leave the pool deck in the event of an emergency. The signal for this is three (3) blasts of the lifeguard's whistle. There may be emergency drills throughout the season.
- If the pool closes due to an emergency, the pool deck will be cleared for a minimum of thirty (30) minutes.

## **FLOTATION DEVICES**

- Approved life jackets, water wings, and ring vests may be worn only in the intermediate (3-foot deep section) area of the mushroom and baby pools.
- Flotation devices, soft pool toys, balls, diving rings, swim masks, snorkels, and fins will be allowed in the pools at the discretion of the lifeguards.

## **FOOD AND DRINKS**

- NO GLASS is permitted anywhere on the pool property.
- Coolers, food, and beverages are permitted in the pool area; lifeguards may inspect coolers for glass bottles.
- Food, chewing gum, and drinks are not permitted in the pools.
- No chewing gum is permitted within the fenced pool area.
- Please throw away all trash before you leave the pool.

## **FURNITURE**

Please be respectful of our new furniture at the pool. Do not drag tables and chairs or use them for anything other than their intended purpose (ex: no turning chairs on their side to make forts).

## **HEALTH**

- Admission to the swimming pools shall be refused to any person who has an infectious or communicable disease, irritated or inflamed eyes, a cold, nasal or ear discharge, excessive sunburn, open sore, 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 upon entry to the pool area. This in no way implies that the lifeguard assumes responsibility for the health or physical condition of the member or guest.
- Showers are required before using the pool.
- Band-Aids and bandages must be removed before entering the pool area.

## **LAKE**

No swimming in the lake or jumping /diving off the gazebo. Please see the Covenants and Restrictions on the Highlands Community Association's website for other lake use rules and regulations.

## **LAP SWIM / SAFETY BREAKS**

A ten to fifteen-minute safety break where all individuals must exit the water may be implemented, as needed, throughout the season. Individuals may remain in the main pool as long as they are continuously swimming laps in the lap lanes.

We intend to have two (2) lap lanes available during regular pool hours. If a lap lane is unavailable during pool hours due to swim team practice or any other reasons, please notify a lifeguard and they will assist you.

## **LIFEGUARDS**

- A lifeguard's main job is to keep our pool members safe throughout the summer.
- 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.
- Lifeguards have the authority to close the pool at any time, in consideration of the health and safety of members (ex: cold weather, rain, electrical storms, accidents, equipment malfunction, etc.).
- A lifeguard's word is final and will be supported by the Pool Manager, the Highlands HOA Board, and the Pool Committee.

## **NO TRESPASSING**

- Security cameras are installed on the pool property.
- Unauthorized visitors will be asked to leave the property.
- No trespassing in the pool area or parking lot when the pool is closed.
- Violators will be prosecuted.

## **NOTICE OF LIABILITY**

- 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, even when the pool is open and lifeguards are on duty.
- The Highlands Homeowners Association and/or ACS West Property Management are not responsible for the personal property of members, dependents, or guests that is left, lost, damaged, or stolen in or on the property.

## **PARKING LOT AND VEHICLES**

- Speed limit is 10 MPH. Pedestrians have the right of way.
- Handicap parking places are for use by those who have an authorized handicap sticker or license plate.
- Vehicles parked overnight will be towed at the owner's expense.

## **PETS**

Pets are not permitted inside the fenced pool area.

## **POOL ATTIRE**

- The Highlands pool is a family pool and the attire worn is to be consistent with a family pool setting. Appropriate body coverage is required. Cut-off shorts are not considered appropriate swimming attire.
- All persons, regardless of age, must wear swimming attire while in the pools.
- No thong or European-cut bathing suits are permitted to be worn in the pool area.
- Any person who is incontinent or not fully potty trained must wear appropriate waterproof clothing when entering or being carried into the pool. No disposable diapers.



## **POOL PARTIES**

- Members may request to reserve space for parties by emailing [pool@highlandsca.com](mailto:pool@highlandsca.com).
- All requests must be made at least ten (10) business days in advance.
- Guest fees apply.

## **SMOKING, DRUGS, AND PUBLIC INTOXICATION**

- Smoking and drugs are prohibited anywhere on or near the pool grounds. This includes all forms of tobacco, vaping, electronic cigarettes, THC, CBD, marijuana, and other drugs.
- Absolutely no public intoxication (of drugs or alcohol) anywhere on the pool property.
- Anyone in violation of this policy will be asked to leave immediately.

## **WEATHER CLOSINGS**

- Pools do not close for rain alone unless it rains hard enough that the bottom of the pool cannot be seen by lifeguards.
- A weather break occurs when a lifeguard hears thunder and/or sees lightning from inside the pool fence.
- If the pool closes due to weather, the pool deck will be cleared for a minimum of thirty (30) minutes.

**THESE RULES AND REGULATIONS ARE SUBJECT TO CHANGE AT ANY TIME AS DEEMED NECESSARY BY THE HIGHLANDS BOARD OF DIRECTORS, POOL COMMITTEE, ACS WEST, AND SWIM METRO.**



## JOIN THE HIGHLANDS SWIM TEAM!

All Highlands Pool members with children between the ages of 5 and 18 are encouraged to join the Highlands Hurricanes Swim Team! To be eligible, families must be 2024 Highlands Pool members and children should be at least 5 years old by May 31, 2024 **and** able to swim one length of the pool unassisted.

Practices start in late May and the season concludes with CHAMPS on July 22–23. The Swim Team participates in six (6) regular season weeknight meets, with three (3) held at the Highlands Pool and three (3) held at competing teams' pools (all within Chesterfield County).

**Have questions?** Come to our Open House here in the neighborhood on Sunday, April 14! Details below.

**Not sure if your child is ready for swim team?** Register online for our pre-season swim clinics! Details below.

**Interested in swim lessons?** Contact our Head Coach Katie Robbins @ robbins.katies@gmail.com.

**Interested in building community awareness of your business or organization by supporting a local registered non-profit?** Consider becoming a Swim Team sponsor! Sponsors are recognized throughout the Swim Team season and will receive a personalized banner that will be on display at the Highlands Pool all summer. Contact HighlandsSwimTeam@gmail.com (attention Matt Reynolds) for more information.

**Visit [www.highlandshurricanes.com](http://www.highlandshurricanes.com) for additional information and contact information for questions**

<p style="text-align: center;"><b><u>ONLINE REGISTRATION</u></b></p> <p style="text-align: center;"><b>Opens Monday, April 1, 2024</b></p> <p style="text-align: center;"><a href="http://www.highlandshurricanes.com">www.highlandshurricanes.com</a></p> <p>Registration fees also may be dropped off at the Swim Team Open House or mailed to:</p> <p style="text-align: center;">The Highlands Swim Team P.O. Box 262 Chesterfield, VA 23832</p>	<p style="text-align: center;"><b><u>SWIM TEAM OPEN HOUSE</u></b></p> <p style="text-align: center;"><b>Sunday, April 14, 2024</b> 2:00 p.m. – 5:00 p.m. @ the Lake Margaret Clubhouse 8006 Clancy Place</p> <p>During the Open House parents may pay fees, meet the coaches, and ask questions. We also are planning for our swimwear and spirit wear partner to be on hand so swimmers can try on and purchase suits, goggles, and more!</p>
<p style="text-align: center;"><b><u>COST</u></b></p> <p>Cost for multi-swimmer families is <b>capped</b> at \$425!</p> <p style="text-align: center;">1<sup>st</sup> Swimmer is \$175 2<sup>nd</sup> Swimmer is \$150 3<sup>rd</sup> Swimmer is capped at \$100 4<sup>th</sup> Swimmer is capped at \$0 (free!) Age 15 &amp; Over Swimmer is \$75</p>	<p style="text-align: center;"><b><u>PRE-SEASON SWIM CLINICS</u></b></p> <p>Register online in advance and save these dates!</p> <p style="text-align: center;"><b>Sunday, April 28</b> <b>Sunday, May 5</b> <b>Sunday, May 12</b> <b>Sunday, May 19</b></p> <p>3:00 – 4:00 p.m. (new/inexperienced swimmers) 4:00 – 5:00 p.m. (experienced/returning swimmers) @ the Chester Family YMCA Cost: \$60 per swimmer (that's just \$15 per clinic!)</p>