



Returning member registration



THE HIGHLANDS
Swim and Racquet Club



New member registration

Welcome to The Highlands 2026 Pool Season!

Please visit <https://highlandsca.com/pool/> for more information.

EXCITING REASONS TO JOIN THE POOL

- ★ New pool management
- ★ Newly renovated bathrooms
- ★ Red Bark BBQ at the Snack Shack
- ★ Payment installment options available
- ★ Early bird guest passes
- ★ Highlands Hurricanes Swim Team
- ★ Open one weekend after Labor Day
- ★ Opening at 10:30am daily
- ★ Digital guest passes w/bulk discounts
- ★ Planned social events
- ★ Nifty 50's Water Aerobics
- ★ Facebook group for pool members
- ★ New outdoor sound system
- ★ Early morning lap swim

IMPORTANT DATES

- ★ April 12: Swim Team Open House (to be held at Lake Margaret Clubhouse)
- ★ April 15: Last day to register with an option to make 2 installment payments
- ★ May 1: Early bird registration deadline
- ★ May 15: Deadline to register & have pool membership approved by opening weekend
- ★ May 20: Pool Open House
- ★ May 23: Opening day
- ★ May 29: Last day of CCPS; all Highlands residents can try the pool for FREE today!
- ★ June 1: Last day to register & avoid a late fee
- ★ August 24: CCPS in session; open weekends only now
- ★ September 13: Last day of the season

OPENING AND CLOSING DATES

The pool will be open daily beginning Saturday, May 23 through Sunday, August 23. The pool will only be open on weekends after Chesterfield County Public Schools (CCPS) returns to school. The pool will be open during the first weekend after Labor Day and close for the season on September 13, 2026.

EARLY BIRD GUEST PASSES

Members whose pool application and payment are received by May 1 will receive five (5) free guest passes.

INSTALLMENT OPTION

Members who register and pay online with a credit card by April 15 can opt to pay for their pool membership in two (2) equal payments at no extra cost.

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? Members may join at a discounted rate beginning on July 20. They will have four full weeks to use the pool, plus five additional weekends after CCPS returns to school. Discount is approximately 25%. Initiation fee rules still apply.

MEMBERSHIP POLICIES

Pool membership does not carry over from year to year. You must join each year to avoid re-paying the initiation fee in subsequent years.

Only individuals who live in your home may be on your membership - extended family members and friends who do not live in your residence may not be added.

Residents must be current with HOA dues and fees to have their application approved. If your HOA account becomes delinquent, your pool membership status will be suspended until it's current.

MEMBERSHIP FEES

Initiation Fee \$300: Applies to all new memberships (those who did not join the pool in 2025)

- **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
 - Family memberships include one childcare provider at no additional fee. Childcare providers must be age 16 or older. Family memberships may include grandchildren.
 - **Senior membership** (up to 2 people ages 60+ yrs living full-time in the same residence) \$415.00
 - **Non-Resident Memberships** (must be sponsored by a current Highlands pool member)
 - **New** non-residents must have a Highlands resident as their sponsor and list the sponsor's name & phone number on the waitlist application, or it will not be approved.
 - **Returning** non-residents must have a current sponsor listed on their profile for 2026.
- Non-Resident Family: \$625.00 Non-Resident Double: \$530.00 Non-Resident Solo: \$405.00

POOL ENTRY AND MEMBERSHIP KEY TAGS

- All members and guests must check in with a lifeguard before entering the pool area.
- All members ages 11 and older will be issued a membership key tag containing a unique barcode.
- Members who have previously been issued a key tag will continue to use the same tag each year.
- Each member will scan their tag 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 without a key tag by giving their name and address.
- Members can pick up new key tags at the Open House and from lifeguards during the season.
- The fee for a lost key tag is \$5.00. Replacement key tags can be requested by emailing pool@highlandsca.com.

GUEST FEES & POLICIES

- Guest passes are not refundable or transferable and expire at the end of the 2026 pool season.
- Guest passes:
Per person-per-visit \$10.00 or 5 pack for \$40.00 or 10 pack for \$75.00
- During online registration only, guest passes will be available to purchase for only \$6.00 each.
- Highlands residents may not come as guests of members - please join the pool!
- 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.
- Unaccompanied guests ages 11-17 may not enter the pool without first having the adult member sign a written waiver at check in.
- All guests ages 5 and under are free.
- Members may purchase guest passes online using their member account.
- 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.

REGISTRATION SYSTEM

Our pool registration software is eSoft Planner. All pool members will have their own profile where they can log in, sign up and pay for a pool membership online, purchase digital guest passes, and track guest pass usage - all in one place.

HOW TO REGISTER

- **2025 Pool Members:** Do not create a new eSoft account or it will prompt you to pay another \$300 initiation fee! An email was sent to your primary email address from last season inviting you to access your eSoft pool account and purchase a 2025 pool membership. If you were a pool member last year and didn’t receive this email, let us know. Visit <https://bit.ly/2026-pool-login> to access your account.
- **NEW Pool Members:** If you weren’t a pool member in 2025, go to <https://bit.ly/2026-pool-new> to apply for a pool membership. All new applications will go to a waitlist until they are verified by ACS West and/or the Highlands Pool Committee. If you are a Highlands resident, check the box that says “No Sponsor/Referral.” Once approved, you will get an email with instructions on how to create an account. Please allow at least five (5) business days for processing.
- All members must upload a current photo of every family member on their account during the registration process.
- Register and pay pool fees **before May 15**, or you may not have access to the pool for opening weekend. ACS West must receive checks by May 15 to guarantee your family’s access to the pool for opening 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 <https://highlandsca.com/pool/>.
- Please email pool@highlandsca.com if you have questions or encounter any problems with your application or registration - we will be happy to help you!

NEW POOL MANAGEMENT

Coastline Aquatics will oversee all pool maintenance and lifeguard supervision for the upcoming season. All accidents must be reported immediately to a lifeguard, pool manager, or Coastline Aquatics at (804) 845-7479.

NEW POOL FURNITURE

We are excited to announce that last year, all of the new pool furniture was delivered. We will have it for many, many years to come, so please be gentle!

LAP SWIM

Early morning lap swim will be available this summer. Details will be emailed once finalized, but a separate waiver for early morning lap swim will be required.

We intend to have one lap lane 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.

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 NEWS & FACEBOOK GROUP

We will update you on pool news and activities throughout the season via email. Members can view pool news and updates by logging into their profiles - feel free to add an email address for each member of your family if they would also like to receive updates.

Current pool members may request to join our Facebook group but must answer all of the security questions before being approved in the group.

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!

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 12, 2026 from 11:00 AM - 2:00 PM at the Lake Margaret Clubhouse. They also offer preseason clinics for new and returning swimmers. Please visit <https://highlands.swimtopia.com/> for more info.

The pool will close at 4:00 PM on two (2) days this summer for home swim meets: June 16 and June 30. All residents are invited to come cheer on the Highlands Hurricanes!! Entry to swim meets is FREE. Meets begin at 6:30 PM.

HOURS OF OPERATION

May 23- May 29 (CCPS in session)

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

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

May 30 - Aug 23

Daily 10:30 AM - 8:00 PM

Aug 29 - Sept 13 (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 23

HOLIDAYS:

May 25 (Memorial Day)

Mon 10:30 AM - 7:00 PM

July 4 (4th of July)

Sat 10:30 AM - 8:00 PM

Sept 4 (CCPS holiday)

Fri 10:30 AM - 8:00 PM

Sept 7 (Labor Day)

Mon 10:30 AM - 7:00 PM

SOCIAL EVENTS AT THE POOL

MAY

20 Pool Open House (5:00 PM - 7:00 PM)

23 Opening Day

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

JUNE

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

27 Movie Night

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

JULY

4 Fourth of July Party

24 Movie Night or Float Night

SEPTEMBER

7 Labor Day Party

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.

ALCOHOL, DRUGS, PUBLIC INTOXICATION, AND SMOKING

- Absolutely no public intoxication (of drugs or alcohol) anywhere on the pool property.
- 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.
- Anyone in violation of this policy will be asked to leave immediately.

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 and 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 or in the pool.
- 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. Coastline Aquatics and/or the Highlands shall not be responsible for any injury or loss resulting from the use of the baby pool.

Water tables may NOT be placed in the baby pool, as this caused damage to the pool last summer. The water tables will be removed from the pool deck for the season if this occurs.

BATHROOMS

The bathroom renovations were completed in 2025!

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

The following criteria must be met for members 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.
- Members under the age of 11 years are not allowed in the pool area unless accompanied by a responsible person (16 years or older).
- Unaccompanied guests ages 11-17 may not enter the pool without first having the adult member sign a written waiver at check in.

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. No life jackets, water wings, ring vests, or flotation devices are allowed on the slide.
- 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 and clean up your table 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 recommended 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 a lap lane.

We intend to have one (1) lap lane 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, Pool Committee, 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, Pool Committee, 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 filling out this form: <https://coastline-aquatics.com/our-services/additional-services/> which can also be accessed by logging into your membership portal.
- All requests must be made at least ten (10) business days in advance.
- Fees for additional lifeguards may apply.
- Guest fees apply.
- No reservations may be made for holidays, events planned by the pool committee, or other days where high attendance is expected.

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 COASTLINE AQUATICS.