



## **Pool Rental Frequently Asked Questions and Important Information**

*Children 9 years of age and younger are required to have a chaperone present at all times.*

**Splash Zone 2 (Slide Pool) is not available for individual rental.**

**What do I do if I make an advance reservation and have to change, cancel or adjust my reservation?**

Call our office at 770.533.5850.

**Is there a penalty if we cancel or don't show? What happens if I miss my reservation due to inclement weather?**

We request that you cancel at least two weeks in advance to allow other rentals who may be on a waiting list to book your space. Rentals that fail to cancel may be required to pay in advance for next rental and may incur a 50% cancellation charge of the rental rate. The Splash Zone closes due to thunder and/or lightening. The indoor pools only close in extreme weather (tornado warnings). All pools stay closed for 30 minutes after the last thunder was heard or lightening was seen. In the event of inclement weather, you can change your date (limit of twice) or you can request a refund.

**I am a Passport Holder do I still pay the Rental rate?**

Yes. There is no discount given for Passport Holders for Pool Rentals.

**What should I base the number of people on?**

The number of people is based on the number of people in your rental regardless of whether or not they are getting in the pool. Each person attending must count for 1 admission. Children under the age of 1 do not count towards the final total.

**What if I have more people in my Rental than I did when I made my reservation?**

You must notify us 2 days prior to your event of a guaranteed maximum number and paying any additional charges. We will not be able to accommodate extra people in your rental the day of the event, regardless of if they are swimming/getting in the pool.

**What about other Pool Rentals?**

Rentals for the following are approved only through the Gainesville Parks & Recreation Board and require a Board Action Item and special contract:

Competitive Pool; Competitive & Instructional Pools and Outdoor and Both Indoor Pools (entire aquatic facility excluding rental rooms)

**Security**

**How do you determine if our rental needs security?**

Depending on circumstances, the management reserves the right to modify or waive the policy.

**Who provides security to your facility during rentals? What is the fee for having security?**

Off-Duty police officers with Gainesville Police Department provide security for all of our needs. The fee per Officer is \$30 per hour with a 3-hour minimum.

## **Food and Beverage Options**

### **Can I bring food/drinks for the pool rental?**

Yes, you can bring in light snacks or use one of our approved caterers to cater your event or you may request that our full service Concession Stand be open. Birthday Cakes are permitted.

### **Where and when will we eat?**

There are designated dining areas inside the Splash Zone where guests must dine. You can add a room rental to your reservation for an additional charge.

### **Can we add decorations to the area? Can we remove the tables and chairs on the deck?**

Yes. Limited decorations allowed in pool area. Must be removed at end of rental or additional fees will be charged. No. All furniture remains on the deck.

### **Are alcoholic beverages allowed at your facility?**

No alcoholic beverages shall be served or otherwise consumed on the premises.

### **Is smoking allowed at your facility?**

Smoking is not allowed on the property or within the facility.

## **Payment**

We accept Mastercard, Visa, American Express, and Discover. Due to Covid-19, we do not accept cash or checks.

### **When do I make payment?**

50% of the total is due at the time the reservation is made. The remainder on the account is due 1 week prior to your rental date. For reservations occurring within 2 weeks time span of the rental date, full payment is due at the time of the reservation.

### **What times are rentals available?**

Rentals of the pools only occur before or after the facility has opened or closed to the public. Rentals can occur Sunday - Saturday. Pool rentals are for a 2 hour time period. Additional time can be added for an additional charge.

### **Can you open up the Splash Zone to my Rentals out of season (September-May)?**

No. Due to staffing limitations during the school year, we are unable to provide this option at this time.

### **Will lifeguards be on duty?**

Yes. The number of lifeguards on duty is based on the space rented for the pool. Additional lifeguards can be added for an additional charge.

## **Day of Event**

### **What do we do when we arrive?**

The renter should check in at the facility's Front Desk. Each person in the rental will enter through the pool area and Manager on Duty will count the total number in the party.

### **What do I have access to in the facility?**

Pool rental fees include the rented pool as well as ancillary service areas such as restrooms in the outside pool area for a 2 hour time period only.

**Who is responsible for cleaning after my rental?**

The renters are responsible for leaving the area in the same clean manner in which they found it. Failure to do so may result in additional charges.