

HERITAGE

Swim & Tennis Club

Sunday, May 24, 2020

Dear Swim Club Members,

We hope you had an opportunity to visit our pools over the past few days. Thank you for your patience and understanding as we navigate our way through these new restrictions. We had a very short window to get ready to open for you and a lot of Heritage employees and Swim Club Management employees have worked hard in making that happen.

We certainly wish we could allow our Swim Club members to come and go as they wish. The Governor's mandate allows us 92 people at each of our pools and we want to be fair to everyone. We will use the reservation system below to regulate attendance. We are researching online options to make it easier for everyone. When we find a better solution, we will get that information to you asap.

<u>Call in day</u>	<u>May reserve for these days</u>
MON	MON – TUE – WED
TUE	TUE – WED – THU
WED	WED – THU – FRI
THU	THU – FRI – SAT
FRI	FRI – SAT – SUN
SAT	SAT – SUN – MON
SUN	SUN – MON – TUE

- A member may reserve two blocks, not on the same day. Members may only reserve blocks for their membership. Members walking up without a reservation will be allowed in provided space is available. They will be considered part of the current block and subject to leaving at the end of that block.

We will begin answering phones at 9:15 Monday thru Saturday and 11:15 on Sunday.

LAKE POOL 919-453-2031 VIEW POOL 919-453-2030

- Time "Blocks" will be as follows:

Monday thru Saturday	10:00 - 1:00	Sunday	12:00 – 2:00
	1:30 - 4:30		2:30 – 5:00
	5:00 - 8:00		5:30 – 8:00
- When your block of time is up, please exit the facility as our combined staffs will need to clean before the next block of members enter.
- If your block of time is over and you wish to stay into the following block, we will accommodate you if possible. If more members want to stay than spaces are available, we will institute a lottery system to determine who can stay. Lottery entries will only be accepted at the end of the current block.

If we see the need to alter block times we will. Hopefully in Phase 3 we will be allowed to let our members come and go as they choose. Thank you in advance for understanding our position and the difficult job our pool staff has in regulating this.