



Shadow Valley

Swim Center Opening: Phase One Update

May 26, 2020

Dear Shadow Valley Members,

The Swim Center is scheduled to open Thursday, May 28th! We will be required to follow Phase One directives from the State of Arkansas which key items are highlighted below along with a few other operational details.

Swim Center Guidelines: Phase One

- Swim Center capacity is limited to 75 people at any given time (first come, first serve).
- Please maintain proper Social Distancing at all times (families exempted).
- Phase One Swim Center & Cabana Hours of Operations:
 - Daily from 11am to 7pm
- All Members MUST check-in at the Cabana upon entry. We will verify identity via photos in database and use Member Numbers for check-in purposes.
- Guest Fees will be charged at time of entry. Please bring credit card if currently not on file.
 - Weekday - \$7.00 per guest Weekend - \$10.00 per guest
- **The Swim Center staff must approve any furniture movement.**
- Cabana will be open with limited services: adult beverages, kids mocktails, water, Gatorade and snacks.
- NO OUTSIDE FOOD OR BEVERAGE ALLOWED in the Swim Center.
- SVCC reserves the right to check and/or approve any and all property brought into the Swim Center.

Please do not use the Club facilities if you are ill in any way, much less experiencing any symptoms associated with coronavirus. The application of common-sense health practices and respect for others will go a long way toward preventing problems. We appreciate your cooperation and assistance in helping keep Shadow Valley a healthy environment for everyone to enjoy.

Thank you for helping us ensure the health of our staff and your fellow members and guests. Please contact me if you have any questions.

Thank you,

Richard C. Reaves
General Manager



2020 SWIM CENTER POLICIES & PROCEDURES (PHASE ONE)

- Hours of Operation: 11am to 7pm daily (PHASE ONE).
- SVCC reserves the right to check and/or approve any and all property brought into the Swim Center.
- All Members MUST check-in at the Cabana upon entry. We will verify identity via photos in database and use Member Numbers for check-in purposes.
- Parent(s)/Guardian(s) will be responsible for the actions of all individuals they sign in and/or take responsibility for.
- Guests must be accompanied by a member at all times. The Guest Fees will be:
 - o Weekdays - \$7.00 on weekdays
 - o Weekends - \$10.00 on weekends

Note: A Guest is Anyone NOT living in your household.
- All Food and Beverages must be purchased from SVCC. Food is to be consumed in the designated areas (i.e. inside the Gazebo, at the tables by the Cabana).
- No Outside coolers (drinks or food) of any kind may be brought into Swim Center.
- Cabana: Members – You may open a tab with signature or pay and close out your purchases as you go. Non-Members must leave a credit card with Cabana Staff to open a tab. Receipts will be available at the Welcome Center desk the following day.
- Children under 14 must be accompanied and supervised by an adult at all times.
- No lifeguard will be on duty at any time.
- No inflatables / flotation devices (exception: arm floaties for toddlers and noodles).
- No Pets.
- No regular diapers or pullups allowed - Swim Diapers Only.
- No jogging, running, No diving or flips from side of pool, etc.
- No foul language.
- No touching the Mushroom (i.e. climbing, sliding, stuffing the top, etc.).
- No balls, kickboards, boogie boards or other similar items.
- No throwing of any objects.
- Disposal of garbage is your responsibility.
- Clubhouse (including Swim Center) Parking
 - o SVCC COMMUNITY CARTS can be parked in designated spots behind the Clubhouse.
 - o ALL OTHER TRANSPORTATION - Must be parked in designated parking areas in the main parking lot. This includes personal golf carts or other utility vehicles (designated spots in parking lot) and bikes, scooters, etc (put in racks). Concrete sidewalks and Cart Paths are NOT open for any traffic other than SVCC carts.

BEHAVIOR ISSUES

Behavior issues will be handled in the following manner:

1ST Incident: The Pool Attendant will stop the person(s), if a child(ren), the parent(s) or guardian(s) and remove them from the pool for 5 minutes.

2ND Incident: The Pool Attendant will stop the person(s), if a child(ren), parent(s) or guardian(s) will be asked to leave the pool for the remainder of the day.

PLEASE NOTE: LOST & FOUND ITEMS WILL BE KEPT FOR UP TO ONE WEEK AND THEN DONATED!