

GAC Members,

As we navigate our way through these challenging times due to COVID-19 and our state government's policies on swimming pool use, the Greensboro Aquatic Center continues to strive to implement the best practices in and out of the water to create a safe and healthy environment for our guests.

Today, six weeks into our limited reopening, I wanted to remind everyone of our reopening goals and the subsequent need to make some additional changes to best accommodate the majority of our members.

Our topline considerations for reopening were:

1. Allow healthy people to enjoy the GAC, while requiring the use of masks/face coverings for guests and staff along with adherence to state-mandated social distancing guidelines.
2. Provide pool time for GAC adult member use for rehabilitation and fitness, while also giving priority consideration to the seven (7) club team programs under year-round contract to practice at the GAC.

These remain our goals today. However, with the combined constraints of maximum overall group size of 25 and maximum two swimmers per lane (in addition to compliance with social distancing guidelines), we have not been able to provide enough lap swimming blocks of time for some of our members. In addition, our training pool is presently closed for maintenance, which further limits available lanes and prompted our changing sign-up times from 60 and 90 minutes to 45 minutes. The intent of the reduction to 45-minute blocks was to increase the number of members we were able to host per day. However, it has also created numerous 'double booking' of blocks which instead results in less members being able to access the GAC on a daily basis.

Thus, effective Monday, July 13, we are instituting the following policies in order to provide more opportunities for members wishing to sign up for a lap swimming time.

1. No double bookings by one individual in a single day will be permitted. Staff will be contacting members who have presently signed up for more than one time block in the same day for next week (July 13-18).
2. Until further notice, any double bookings in a single day will result in the second booking being automatically removed, with an e-mail of cancellation sent to the member.

***We understand some of you prefer a longer than 45-minute swim. However, during this limited reopening, we are striving to create a balance of accommodating as many of our valued members as possible, while still complying with government restrictions designed for the safety and health of all.***

***To help satisfy demand, we have added three one-hour blocks of time. These are Monday & Wednesday 5:30 – 6:30 p.m. and Friday 5:15-6:15 p.m. It is our plan to add several additional one-hour adult lap swim blocks of time once the training pool reopens (which is currently estimated expected to be Monday, August 3).***

July 8<sup>th</sup>, 2020

Additional changes to the lap swimming sign-up policy that we hope will benefit our members are:

3. Online registration will become available at 12 p.m. on Wednesdays for the following week and, will remain open, pending availability, until 6 p.m. the day before you wish to swim. This is a change from the current 5 a.m. opening and 5 p.m. closing.
4. NEW\* - Beginning Monday adult members may call the front desk mornings beginning at 9 a.m. until 11 a.m. to ask to be added to a remaining opening for that day. You must speak to a staff member during this time and receive verbal confirmation (do not leave messages or call outside of this time frame). Those of you already booked in the 6:15 a.m. or 7:15 a.m. lap swim time may inquire upon arrival if there are any openings in the next block of time (to extend your 45 minutes to 90), or for any other time that day.
5. GAC fitness classes offered in our Recreation/Therapy pool will increase to max capacity of 12 (from 8) where permitted and double bookings for these classes are still permitted.

All of above information will be posted on the GAC website ([www.greensboroaquaticcenter.com](http://www.greensboroaquaticcenter.com)). Our front desk staff are also available to assist you and answer any questions on these new policies and procedures. Your feedback is always appreciated and helps provide guidance as we continually tweak procedures to provide the best possible experience.

Stay safe and we hope to see you soon at the GAC.

Sincerely,

Susan Braman, Manager