

The FAQs below are subject to change at any time. As a private pool community, Seven Locks Swim and Tennis Club is required to follow regulations and guidance issued by the [Montgomery County Department of Health and Human Services \(MCHHS\)](#), and/or by the board of Seven Locks Swim and Tennis Club. We appreciate your patience and understanding as we navigate these uncertain times.

### **1. Is Seven Locks Open?**

Yes, both the Seven Locks pool and tennis courts are open. Please review the tennis [page](#) for more information about restrictions and reservations. To make a reservation to the pool log on to [your account](#) from our website, and click “manage reservations.”

### **2. I cannot make a reservation, what do I do?**

If you’re having troubles making a reservation, please contact [membership@sevenlocks.org](mailto:membership@sevenlocks.org). Same goes if you are having trouble cancelling a reservation. [This video](#) from our website administrator also might help. But feel free to email us ... always.

### **3. I cannot cancel my reservation?**

We apologize, the system for cancellations is not terribly intuitive. To cancel a reservation go to “[Manage Account](#)” (NOT manage reservations) and THEN go to the reservations tab. You’ll be able to cancel from there. (We are working with our website administrator to change the “manage reservations” tab to “make reservations” to make things just a bit more clear.

### **4. Will I be limited to how many sessions I can sign up for in a day, or week?**

Yes, to begin each week we will limit patrons to signing up for three sessions. If your family signs up for more when reservation slots are released, we reserve the right to delete sessions exceeding three.

We will continually revisit this standard and process to ensure it reflects capacity and use.

### **5. I noticed sessions are not really full. Why am I limited to three sessions?**

We ask that you start the week out with three sessions, but flexibility needs to be the name of the game this year.

Some sessions definitely are not full. If you log on in the MORNING and notice that sessions that day are NOT full, go ahead and schedule something FOR THAT DAY. We certainly don’t want your family to stay at home if the pool is not full. These last minute bookings won’t count against your three.

### **6. Does lap swimming count against my family’s three session limit? And is there a system to reserve lanes in advance of showing up at the pool?**

We have established an online reservation system for lap lanes and these sessions will NOT count against the three session limit. Sessions are set for 30 minute blocks, but we ask that swimmers leave 5 minutes at the end of each session so guards can clean ladders, etc., and to prevent crowding at entry. That means each session is 25 minutes long. A swimmer MAY sign up for two consecutive sessions.

To make a reservation:

- Hover the cursor over the Membership tab on the Seven Locks homepage

- Choose MANAGE RESERVATIONS -- this will take you to the reservation page
- To book a session, click the Facility button located in the top left corner of the reservation page
- Choose the facility you would like to book a reservation for from the drop down menu: Member Swim or Lap Lanes
- Click on a block of time and a reservation window will open with all paid members on the account listed.
- Check off which members will be attending during the selected session
- Click BOOK IT to confirm the reservation

To view and/or CANCEL a reservation:

- Hover the cursor over the Membership tab on the Seven Locks homepage
- Choose MANAGE ACCOUNT
- Choose MY RESERVATIONS

Click CANCEL next to the reservation you would like to cancel

**7. It rained during my session. Does this count against my three?**

Same answer to number 6 above. If it looks like there is room in another session for the next day, and the skies look clear, book it.

**8. By the way, where do we go when it rains?**

Because we cannot congregate under the pavilion, patrons will have to wait out the storms in their cars.

**9. How will facilities be cleaned? What other safety precautions will be put in place?**

There will be time allotted between each reservation period for cleaning before the next reservation session. We are working closely with Lighthouse Pools to finalize the enhanced cleaning procedures.

Seven Locks will maintain a readily available supply of hand sanitizer and soap for hand washing.

Cleaning and disinfection of frequently-touched surfaces such as pool railings, deck furniture, and doorknobs will be completed between each session, in accordance with CDC and EPA guidelines on COVID-19 and product instructions.

Members are discouraged from sharing objects that are difficult to clean, sanitize, or disinfect or are meant to come in contact with the face (e.g., goggles). Members are also discouraged from sharing food, equipment, toys, and supplies outside of their household group.

We also will alter how members enter and exit. At the beginning of each reservation session, members will line up outside our usual entrance. We will mark out spaces to ensure social distancing while waiting to enter. Members will exit in a different location to avoid bottlenecks with members who are entering for a new session.

**10. Someone left a table and I want it ... but it's not clean. What do I do?**

Ask a guard ... they understand our cleaning protocols and can wipe down a chair or table for your use.

**11. What happens if a member does not follow safety guidelines?**

Members who refuse to follow safety guidelines will be asked to leave the facility for the day, and may have their access restricted until safety guidelines are permanently lifted.

Our safety measures will be clearly posted at the pool at all times.

This includes the policy about masks. State and local law requires that masks are worn in public places, and we know that officials are ensuring businesses and other institutions follow this policy. If the pool does not comply, we are in danger of being shut down. Don't be the person that shuts down the pool.

#### **12. How will occupancy restrictions be determined?**

The initial MCHHS guidance on occupancy limit is based on the maximum number of occupants that can be within the perimeter of the pool and safely social distance. To get this number, we must divide the total surface area of the pool by 36. This modified maximum capacity limit will be posted at the pool.

Based on this calculation, we can accommodate 110 members in the facility at any given time.

#### **13. Can my child come to the pool unaccompanied?**

We require all children under the age of 12 to be accompanied by an adult at least 18 years of age. All nannies and babysitters must be listed on the members account to be permitted at the pool. It is the member's responsibility to make sure everyone on their account is aware and complies with the Seven Locks rules and regulations.

#### **14. Can we bring guests?**

No. Because we will need to restrict the number of individuals in the pool when it opens, we will not allow guests at the start of the season. The reservation system does not allow for guests, so we cannot track capacity, and your guests do not have waivers on file.

If you have friends who are interested in having a pool to use this summer, please have them contact [membership@sevenlocks.org](mailto:membership@sevenlocks.org). If we still have capacity, we'll be able to offer them membership for this season!

#### **15. Will entire the pool facility be available to use?**

The main pool will be available except for the pool-side basketball hoop. Additionally, per MCHHS guidance, the wading pool will not be available for the time being.

#### **16. Will other recreational parts of the facility be available for use?**

The tennis courts will be available (see above). Other recreational areas, including the playground, basketball court, and pavilion games will remain closed for now.

#### **17. Will I have to sign a waiver before using the facilities at Seven Locks?**

Yes. Seven Locks will require members to fill out an online waiver before using the pool and tennis courts. Members will not be allowed to use our facilities unless this document is signed and on file.

#### **18. Will the restrooms, showers and changing facilities be open? What about the drinking fountain?**

We will follow MCHHS guidance on the use of these areas. Right now we are only planning to open the family restroom on the pool deck for use.

Per county guidance, the drinking fountain will be turned off.

**19. Will members need to wear masks and practice physical distancing? Will staff wear masks?**

Per state and local law, patrons will be required to wear masks while on the premises and while they are not in the water. Lifeguards and staff will wear masks.

Please note that masks SHOULD NOT be worn while IN the water.

**20. Will there be seating at the pool?**

Yes, poolside furniture will be available with restrictions to allow for social distancing. We are following guidance from MCHHS and Lighthouse Pools when determining the layout of furniture, include lounge chairs and tables.

**21. Will kick boards and pool noodles be available for use?**

No. The pool will not have kick boards or pool noodles available for use. Members are encouraged to bring their own kick boards and pool noodles and to not share floatation devices with other families.

**22. Will the grills be available?**

We are planning for grills to be available with restrictions. We will make a final determination based on guidance from MCHHS.

**23. What about swim and dive teams?**

Montgomery County Swim League (MCSL) and Montgomery County Dive League (MCDL) have announced the cancellations of their seasons. Teams reps are working on various scenarios for swim and dive clinics should the MCHHS guidance permit them. More information to come.

**24. What about social events?**

Unfortunately, we will not be able to hold any of our normal social events this year, but stay tuned for future updates on modified social events.

**25. Will the snack bar be open?**

Our snack bar will not be open this summer.

**26. Will there be a lost and found?**

There will be no lost and found this year. Items will be disposed of at the end of each session.

**27. Can I still have a party at Seven Locks?**

Party reservations will not be available.

**28. Will you refund our dues for the 2020 season?**

Seven Locks members all have a financial obligation to cover the operating costs of the pool each year, regardless of whether the pool is open. Operating costs include, but are not limited to, insurance, utilities, repairs as well as the costs to manage, maintain and secure the entire facility.

In order to have a full accounting of our expenses, we must wait until the conclusion of the 2020 season to determine what membership fee credits and refunds, if any, would be. We are not in a position to offer refunds at this moment.

If direct refunds are offered, members also will have the option to apply their refunded 2020 dues to their 2021 fees.

**29. I have not yet paid my dues for the year? Can I still do so?**

Yes. You can still pay your dues for the year. As noted in previous communications, if you do not pay your dues you are in danger of losing your spot this year and in future years.

**30. When and how can we expect to hear updates?**

Please check this page and your inbox for the latest updates. If you have questions, please email [membership@sevenlocks.org](mailto:membership@sevenlocks.org).