

QUESTIONS ABOUT SPLASH LANDINGS

What are the cleaning and disinfecting procedures?

All high touch surfaces areas will be disinfected hourly throughout the day. This will include all locker rooms, sinks, faucets, toilets, door handles, and showers. Equipment like lifeguard jackets, kick boards, and buoys will be disinfected between each use.

When I have a reservation, where do I to check in?

Please enter through the buildings west entrance no more than 15 minutes prior to your reservation. You will be greeted by staff who will ask basic health screening questions to ensure that all patrons are free of cold and flu like symptoms. Proceed to the Splash Landings lobby to check in further.

Do I have to wear a face covering while I am in the facility?

Patrons must wear face coverings/masks when checking in/out, using the locker rooms and on the pool decks. Patrons do not have to wear a face covering when they are in the water .

Are the locker rooms and showers available?

Yes. Splash Landings will have locker rooms and family changing rooms available for showers, changing and using the restroom. All patrons are expected to wear a face covering and maintain 6 feet of social distancing at all times.

To reduce the number of patrons using indoor spaces at the same time, we recommend coming to the facility showered and ready to swim in your swimsuit. If at all possible, it is also recommended that patrons change and shower at home at the conclusion of your swim time.

RESERVATION QUESTIONS:

Will I be charged for my reservation?

This depends on if you have a membership or paying the entrance fee.

Park Center Health and Fitness Members

Park Center Health and Fitness Members will not be charged for their reservation.

4-Star or 5-Star Aquatic Membership

Aquatic Memberships include access during Warm Water Therapy hours, Public Swim – Activity Pool & Water Slide and designated lap swim hours. 4-Star and 5-Star Members can swim in the lap pool during “Aquatic Member Lap Swim” hours. If you would like to swim outside of the designated lap swim hours, you will be charged the entrance fee of \$7.00 when you book your reservation.

Nonmembers:

FEE (per time block)	Resident	Nonresident
Age 2-Adult	\$7	N/A at this time

- Children under 2 years are admitted free and do not require a reservation to enter.

Are there designated days for one lap swimmer per lane vs. two lap swimmers per lane?

Yes! The chart below outlines when laps will have one swimmer vs two lap swimmers per lane.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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1 Swimmer Per Lane	<i>Even Hours</i> 6:30am 8:30am 10:30am 12:30pm 4:00pm 6:00pm	<i>Odd Hours</i> 5:30am 7:30am 9:30am 11:30am 5:00pm 7:00pm	<i>Even Hours</i> 6:30am 8:30am 10:30am 12:30pm 4:00pm 6:00pm	<i>Odd Hours</i> 5:30am 7:30am 9:30am 11:30am 5:00pm 7:00pm	<i>Even Hours</i> 6:30am 8:30am 10:30am 12:30pm 4:00pm 6:00pm	<i>Odd Hours</i> 7:00am 9:00am 11:00am 1:00pm 3:00pm 5:00pm
2 Swimmer Per Lane	<i>Odd Hours</i> 5:30am 7:30am 9:30am 11:30am 5:00pm 7:00pm	<i>Even Hours</i> 6:30am 8:30am 10:30am 12:30pm 4:00pm 6:00pm	<i>Odd Hours</i> 5:30am 7:30am 9:30am 11:30am 5:00pm 7:00pm	<i>Even Hours</i> 6:30am 8:30am 10:30am 12:30pm 4:00pm 6:00pm	<i>Odd Hours</i> 5:30am 7:30am 9:30am 11:30am 5:00pm 7:00pm	<i>Even Hours</i> 8:00am 10:00am 12:00pm 2:00pm 4:00pm

Can I purchase a timeslot at the admission desk?

No. Online Reservations are required. Reservations will be available online until sold out or the timeslot begins.

How many timeslots can I book per day?

Time slots are limited to one visit per person per day. Reservations will be available to book 24 hours in advance on a rolling basis at midnight.

What happens if I need to change or cancel their reservation?

Members: Staff will be tracking attendance to all timeslots. In effort to limit no shows or excessive booking without attendance, any member who does not show up for their timeslot without cancelling more than 3 times will have their membership access to Splash Landings suspended for 1 month. Future reservations will be charged the daily fee. Members can process their own cancellation as long as it is not the day of the reservation. If a member would like to cancel a reservation the day of, they will need to notify Aquatics@Glenviewparks.org at least 12 hours prior to not be penalized.

Non-members: Reservations are nonrefundable. Refunds may be approved in the case of a medical situation which may require proof. Direct your request to Aquatics@Glenviewparks.org

Will I need to make a reservation for each family member attending?

Yes. Everyone that will be in attendance must have their own reservation. Children under the age of 2 will not require a reservation.

Can I bring a friend or family member not in my household?

Reservations will need to be booked separately on their own household account. No modifications will be made for households for family or friends unless they reside at the same address. Reservations must be in the name of the person checking in with admission.

Can I book a spot for my friend under a different name?

No. All members will be required to show their membership card when checking in at admissions. Memberships are not transferrable.

If I am a member, can I book timeslots just in case and not show up?

No. Spots are very limited. Staff will be tracking attendance to all timeslots. In an effort to limit no shows or excessive booking without attendance, any member who does not show up for their timeslot without cancelling more than 3 times will have their membership access to Splash Landings suspended for 1 month. If membership is suspended, future reservations will be charged the daily fee. Members should cancel their timeslot online OR email aquatics@glenviewparks.org as soon as possible so someone else can reserve that spot. Cancellation requests the day of the reservation must be done at least 12 hours prior to not be penalized.

How will I know when my time is up for the reservation?

All patrons will be required to exit the facility at the end of each timeslot. Staff will make an announcement when there is 5 minutes remaining and when the timeslot has ended. In the event a swimmer does not exit the facility when time block ends will result in future suspension of Splash Landings access.

Fitness Related Questions:

If I book a reservation at the fitness center can I swim laps at Splash Landings?

No. Reservations at Park Center Health and Fitness do not include access to Splash Landings. You must book separate reservations.

As a fitness member, can I use the fitness locker room instead of Splash Landings locker room?

No. Access to the Fitness Lockers is for only members with a reservation to the Fitness Center. Splash Landings reservations only has access to the Splash Landings Locker Room. This is done to help protect the health and safety of our patrons.

Will Aqua Fitness be offered at Splash Landings?

Yes. Group Fitness classes will resume in October at Splash Landings.

AQUATIC MEMBERSHIP QUESTIONS:

Can non-residents purchase an aquatic membership?

No, at this time, aquatic memberships are only on sale for residents of the Glenview Park District.

Can I upgrade my membership to a 4-Star or 5-Star?

Yes! You can upgrade your membership at any time and those benefits will become active immediately. You will need to pay the difference. Please email Aquatics@Glenviewparks.org for assistance processing your upgrade. All family members with an active aquatic membership must upgrade. Upgrades are for the duration of your membership and will not extend your membership date.

Upgrade	3 Star to 4 Star	4 Star to 5 Star	3 Star to 5 Star
Resident	\$20/person	\$10/person	\$30/person
Nonresident	\$25/person	\$10/person	\$35/person

How long is my membership good for?

All memberships are active for 12 months from the date of purchase, which means all of next summer season will be included in your membership.

Can I purchase Exclusive Discount on Guest Passes?

Due to COVID-19 capacity limits, guest passes are not on sale or available to be redeemed.

When can I access the pool with a 4-Star or 5-Star Membership?

Aquatic Memberships include access during Warm Water Therapy hours, Public Swim – Activity Pool & Water Slide and designated lap swim hours. 4-Star and 5-Star Members can swim in the lap pool during “Aquatic Member Lap Swim” hours. If you would like to swim outside of the designated lap swim hours, you will be charged the entrance fee of \$7.00 when you book your reservation.

Can I downgrade membership levels?

No, memberships cannot be downgraded.

If I get the 5-Star Membership for myself, can I get the lower tiered membership for other members of my family?

No. All of the members in the Household must have the same membership type. Due to the additional benefits (concessions, guest passes, complimentary guest passes, swim lesson discounts), they could be used by numerous people in the household. These benefits provide a lot of value which is possible based on the entire household purchasing the same level.

Are Nanny passes available?

Aquatic Members can add a Nanny to their Household. If they would like to purchase a membership for their nanny – they have to purchase the same membership type as the rest of the family. There is no additional discount for nanny membership. A new updated photo must be taken on the nanny card to prove the nanny admission. There is no additional nanny form. As long as the family is a resident of Glenview – the nanny can be non-resident.

Can I purchase a 3-Star Membership for next season?

Yes. You can purchase a 3-Star Membership for next outdoor pool season. Your membership will be good for 12 months from the date of purchase. This membership does not include access to Splash Landings.

Can I receive a refund for my membership?

No. Memberships are nonrefundable unless due to a medical condition. For those requests, email aquatics@glenviewparks.org. Proof may be requested.