



## Large Group Aquatic Center Policies

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### **Pool Procedures:**

- When you arrive at the pool, it is best if a staff member goes to the admissions desk and pays for all members of the group before lining up to enter the aquatic center.
- Groups will not be allowed entry to the pool prior to the start of their reservation time, without approval from the Pool Manager on Duty.
- Pool Breaks occur at the following intervals:
  - Valley View- :55-:05 every hour
  - Holiday- :50-:00 every hour
- All group members that wish to go into the deep end of the pools (diving boards and drop slides), will need to complete a swim test administered by pool management/staff
  - It is recommended that only group members who are 9 years or older attempt the swim test.
  - If the staff is familiar with swimming ability of the group, they may request that a group member who is younger than 9 years older attempt the swim test.
  - The swim test is not to help the staff of the group determine the swimming abilities of all group members. When in doubt of someone's ability it is best to tell them to stay where they can touch within the aquatic center.
- All pool patrons must be 48" tall to go down the waterslides.
  - Slides located in the zero depth entry areas of the pools are designed for children under 48"
- All pool patrons are required to obey and follow posted pool rules.
- If a member of the group is rescued or injured while at the aquatic centers, pool management/staff will provide appropriate care to their training level and fill out an incident report form.
  - It is the group's responsibility to notify the parents/guardians of any affected member of the group.

### **Large Group Recommendations:**

- Recommended Ratios based on age of children in the group:
  - 2 weeks to 2 years – 1:2, staff to child ratio
  - 2 years – 1:3
  - 3 years – 1:4
  - 4 years – 1:6
  - 5- 10 years – 1:8
  - 10+ years – 1:10
- If a group does not have enough staff to ensure the above ratios, groups will be asked to rotate the amount of children in the pool that allows for the proper ratios to be met.
- It is recommended that the staff of the group, discuss with the group about the pool rules and the importance of staying where they can touch. Explain to the participants that the lines in the shallow ends of the pools are equal to green line = 1ft, yellow line = 2ft, and red line = 3ft.
- Staff of the group is required to stay within one arm reach of children and non-swimmers of the group at all times.
- Staff should never turn their back to members of the group, drownings can happen in a matter of seconds.
- Utilize a buddy system for group members, always swim with a friend.

## FAQs

- **When can large groups come to the pool?**
  - Groups can come to the pool any day of the week between June 2nd and August 15<sup>th</sup>.
  - Large Groups (consisting of over 20 within the group) are required to reserve the date and time that they wish to come to the aquatic centers.
    - If a large group comes to the pool without a reservation, it will be up to the Pool Manager on Duty's discretion whether that group will be allowed entrance to the pool.
  - Large Groups will not be allowed entrance to the pool within 30 minutes of the pool closing.
- **What are the rates for large groups?**
  - Groups will pay the daily admission fee for each member of the group (staff included)
    - Daily Admission Rates:
      - Valley View Aquatic Center - \$9
      - Holiday Aquatic Center - \$7
- **Where can our group put their belongings while at the pool?**
  - While there are paid lockers available, it is recommended for groups to find a spot in the grassy areas of the pool to setup a "home-base" that the members of the group can leave their towels and other items behind and that a staff member watches over the items.
    - The City of West Des Moines is not responsible for any lost or stolen items.
- **What happens if there is inclement weather?**
  - In the event of inclement weather while your group is at the pool, there is a chance that the pool may close. The pool will remain open if the temperature is above 70 degrees. In the case of rain, the pool will remain open so long as the lifeguards are able to see the grates on the main drains at the bottom of the pool. If there is lightning or thunder, the pools will be cleared for 30 minutes, and will be allowed back in after there has been no thunder or lightning for 30 minutes.
- **For all other questions please contact Trevor Hoth, Recreation Program/Facility Supervisor at 515-222-4329 or Rex Kromkowski, Recreation Coordinator at 515-222-3441**