



# City of Berkeley

## Aquatics Policies and Procedures

Registration for Lap Swim, Independent Exercise (Dive Tank and Shallow Pool), Family Swim, and Senior Exercise Slots are released weekly (Monday-Sunday) based on the following schedule:

- **Registration for Berkeley Residents:**
  - West Campus Pool Programs: Every Wednesday at 8:30am
  - King Pool Programs: Every Wednesday at 12:30pm
- **Registration for Non-Residents and Everyone Else:** Every Friday at 3:00pm

### Registration Policy and Procedures

- All swimmers must be registered for swim slots prior to arrival at the pool. NO DROP-INS.
- All swimmers are limited to one slot per day and three total swim slots per week (Monday-Sunday) between both pools. This applies to ALL programs (Lap Swim, Independent Exercise (Dive Tank and Shallow Pool), Family Swim, and Senior Exercise).
  - **If it is found that you have registered for more than three (3) swim slots per week:**
    - **First Violation:** Swimmer will be removed from swim slots until they are down to three (3) slots for that week. No refunds will be given.
    - **Additional Violations:** Swimmer will be removed from all registered swim slots and will be unable to register for the next four weeks. No refunds will be given.
- Lane assignments are first come, first served for those who are registered.
- Age Requirements:
  - Lap Swim: Ages 16+
  - Independent Exercise (Dive Tank and Shallow Pool): 18+
  - Family Swim: All Ages (An adult is required to be in the water at all times)
- Swimmer Minimums/Maximums:
  - Lap Swim: One (1) swimmer allowed per lane
  - Independent Exercise (Dive Tank):
    - King Pool: Three (3) swimmers allowed per time slot
    - West Campus Pool: Four (4) swimmers allowed per time slot
  - Independent Exercise (Shallow Pool): Maximum two (2) swimmers allowed per time slot (MUST be from the same household). To register an additional swimmer, please register the main swimmer first and then contact 510-981-5150.
  - Family Swim: Minimum two (2) swimmers, maximum (5 swimmers) allowed in Shallow Pool. ALL swimmers MUST be from the same household. An adult is required in the water at all times.
  - Senior Exercise: Maximum of twelve (12) total participants with two (2) participants utilizing each lane.
  - If a swimmer on the waitlist already has a swim slot on that day or already has three swim slots for that week, they will be deleted off the waitlist and the next eligible waitlisted swimmer will be offered that slot.

### Aquatics Refund Policy

- Starting with the programs that begin on October 26, 2020, no refunds will be issued for any daily swim slot registrations (Lap Swim, Independent Exercise, Family Swim, etc.), except for medical reasons.
- Refund Requests due to medical reasons must be sent directly to our Recreation Customer Service Hub and must include a Doctor's note. Requests should be emailed to [recreation@cityofberkeley.info](mailto:recreation@cityofberkeley.info).

Updated 1/27/21

- Refunds will be issued if the City of Berkeley cancels programs for any unforeseen circumstances. These refunds will be processed at the end of each month. You will receive a refund check in the mail in 8-10 weeks.

## **Cancellation Policy**

Due to the number of late cancellations and/or no shows, the following cancellation policy has been implemented. We appreciate your understanding and cooperation to ensure that other swimmers can use your space if you are unable to attend one of your swim slots.

- Cancellations should be communicated at least 24 hours in advance.
- All cancellations should be sent to [aquatics@cityofberkeley.info](mailto:aquatics@cityofberkeley.info).
  - **First Violation:** Any cancellation made within two (2) hours of registered swim time or failure to attend (no show), without emergency documentation, will result in automatic removal from all swim slots that the swimmer is registered for during that week. Swimmer will be unable to make any new reservations for that week. No refunds will be given.
  - **Additional Violation:** If participant cancels again within two (2) hours of their registered swim time or does not show up for their registered swim slot (no show), without emergency documentation, swimmer will be removed from all swim slots for the remainder of that week as well as the following week. No new registrations will be allowed to be made during this period. No refunds will be given.