

# GH<sub>2</sub>O Waterpark 2020 FAQs

## FAQs

### 1. When is the GH<sub>2</sub>O Waterpark 2020 Season?

The GH<sub>2</sub>O Waterpark will open July 8<sup>th</sup>. All GH<sub>2</sub>O visitors will have to Pre-Register for time slots. No Walk-Ups will be permitted.

### 2. Will the entire facility be operational?

All bodies of water will be operational. Sand play area, sand volleyball court and concession stand will not be opened. No deck furniture will be provided (patrons may bring their own). Any personal items left at the facility will be disposed of.

### 3. What are the hours for Public Swim?

Open Swim will be provided in daily sessions: 50 patrons per session, per pool section and will **REQUIRE Pre-Registration**.

#### Open swim schedule July 8 – July 10

- a. 12:15 pm – 2:15 pm – Section A & B
- b. 2:45 pm – 4:45 pm – Section A & B

#### Open swim schedule beginning July 11

- a. 9:45 am - 11:45 am (Monday – Sunday) – Section A & B
- b. 12:15 pm - 2:15 pm (Monday – Sunday) – Section A & B
- c. 2:45 pm – 4:45 pm (Monday – Sunday) – Section A & B
- d. 5:15 pm - 7:15 pm (Monday – Sunday) – Section A & B

Time in between open swim sessions will be used for sanitizing the facility. We ask that you please be patient as we do our best to allow a quality swimming experience while still enforcing current safety guidelines.

### 4. What are the Pool Sections?

When pre-registering for your session, you will have a choice of day, time of session and which “Pool Section” you would like to use. Please note, the “Pool Section” chosen is the pool section where you and your guests **MUST** remain for the entire session. Patrons from different “Pool Sections” will not be allowed to co-mingle or switch sections.

Section A: The North section of the Main Pool, including the zero depth entry area to 3 feet. This also includes the splash pad.

Section B: The South section of the Main Pool, including 3 of the lane areas ranging 3.5 feet to 5 feet deep water and the deep water pool. *This section offers 1 lap lane for adults age 18 and over only.* This section also includes the deep well, Flowrider and slide area. **Floatation devices are prohibited in section B.**

**5. Does everyone have to Pre-Register?**

Yes. With the limited number of spaces available for each time slot, everyone who wishes to enter the facility will have to Pre-Register and pay the \$4 entry fee. **There will not be any age exemptions this year.**

*\*Please note, for the 2020 Season – EVERYONE UNDER THE AGE OF 12 years, MUST be accompanied by an adult age 16 years and over.*

**6. When does Pre-Registration Begin?**

Reservations will be taken for up to five days in advance for residents. The Village reserves the right to open swim sessions to non-residents the day before each session.

**7. How do I Pre-Register for a Public Swim Session?**

Glendale Heights residents wishing to swim at GH<sub>2</sub>O Waterpark will have to pre-register and pay \$4 per person for the time slot they wish to swim on the day they wish to swim. Registration can be done on our website at ghprf.com and you must have an active household account and **you may only register members that currently reside in your household.** You may also register by phone. Registrations for non-residents will only be accepted by registering by phone at 630-260-6060 during normal business hours. Registration deadline is 15 minutes prior to the start of a session.

**8. I am a Non-Resident, can I register to swim this summer at the GH<sub>2</sub>O Waterpark?**

If you are a non-resident of Glendale Heights, you may call 630-260-6060, the day prior to a swim session to see if there are available openings for purchase at \$8 per person. Registration deadline is 15 minutes prior to the start of a session.

**9. Will I be able to buy a pool pass for the 2020 Season?**

No. Due to the limited number of people that will be allowed to use the pool, we will not be able to have a pool pass option for the summer of 2020.

**10. What happens if I don't show up for my registered pool time? What if there is inclement weather on the day I signed up?**

If the facility opens as scheduled, no refunds will be given for those who registered but chose not to attend. If there is inclement weather and the facility is unable to open, all who registered for that day will be given a **credit** to their Sports Hub account for their pool fees. Decisions about opening and closing the facility will be at the sole discretion of the GH<sub>2</sub>O staff.

**11. Do I have to wear a face mask while I am in the facility?**

Yes. Patrons are required to be wearing a face covering as they enter/exit the facility, while using the locker-room/washrooms and whenever unable to be socially distanced from others. Patrons do not have to wear a mask when they are in the water or when they are in their socially distanced group area on deck.

**12. Will patrons be screened prior to entering the facility?**

Yes. The Illinois Department of Public Health is **REQUIRING** that all patrons be screened before entering the pool facility. During your check-in, staff will ask each patron about COVID related symptoms/exposures and take a "non-contact" temperature. Any patron answering yes to

any COVID symptom question, or registering a temperature higher than 100.4 will be denied entrance and will not receive a refund. This information will NOT be recorded, there will only be a record of an entrance or denied entrance for each patron.

**13. How do I get into the pool on the day I have registered?**

Each Pool Section will be assigned a designated entrance/exit. Please do NOT arrive more than 10 minutes PRIOR to your time slot and maintain social distance. GH<sub>2</sub>O staff will meet you at your entrance and have an up to date list of all patrons who have registered for each pool time slot. You will check in with the pool staff and have your hand stamped. This stamp will show which pool section you have registered to use and that you belong in the facility at that time. Once your group is in the facility, you will proceed to the deck area around the pool that you have chosen. While on deck you will be expected to keep 6ft of social distance from all other groups in your pool section.

**14. Will the deck furniture be available for use?**

No. We will not be providing chairs on deck this year. All patrons wishing to have a chair to sit on will have to bring a portable folding chair with them from home.

**15. Will I be able to bring in my own beverages?**

Yes. We are allowing patrons to bring in their own beverages this year. No glass or large coolers and alcohol is prohibited in the GH<sub>2</sub>O Waterpark. Trash cans will be available on deck for you to dispose of your trash. You are expected to leave the deck area as you found it.

**16. Will there be a place to change and use the bathroom?**

Yes. The main bathhouse will be available for showering, changing and using the bathroom. Locker storage will **not** be available. All belongings will have to stay in your group area on deck. While using the bathhouse, patrons are expected to wear a face covering and keep social distance at all times. To cut down on the amount of patrons using indoor spaces at the same time, we recommend that patrons come to the facility showered and already in their bathing suits. If at all possible, it is also recommended that patrons change and shower at home at the conclusion of your swim time. GH<sub>2</sub>O Waterpark staff will be sanitizing the facility at least every two hours with a focus on high touch point areas such as door handles, shower buttons etc.

**17. How do I leave the facility at the end of my swim session?**

All patrons will leave the same way they entered the facility. We do ask that all patrons safely, but quickly, exit the facility so the next session can begin on time. The Village of Glendale Heights reserves the right to amend these rules and policies as needed.

**18. Will other aquatic programming be available?**

Yes. GH<sub>2</sub>O will be offering swim lessons, private swim lessons, water exercise, lap swim and rentals. These are available to both residents and non-residents. Class offerings and information on rentals will be available on the website at ghprf.com.

**19. Will birthday parties or group outings be available this summer?**

No. Due to limited patrons being allowed during designated sessions, we are unable to offer these this summer.

**20. Can I rent the pool for a private party this summer?**

Yes. Private pool party rentals are available for groups of 50 or less. Please contact 630-260-6060 to request dates and times.

If you have questions please contact: Colleen Conroy, Aquatic Supervisor at [collen\\_conroy@glendaleheights.org](mailto:collen_conroy@glendaleheights.org)