



Every resident wishing to attend the pool this year **MUST** know & follow the 2023 Rules

## POOL INFORMATION & POOL RULES 2023

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The pool is open from Saturday, May 20th, through Sunday, September 10th.

Pool Hours are:

- May 20th - July 31st: 9 AM - 8:30 PM Daily
- After 8/1, the pool must close by 7:30 PM due to loss of light: 9 AM - 7:30 PM Daily
- The open time between 6 AM and 9 AM is designated for lap swimmers only.

One to three lifeguards will be on duty during these times.

**May 20th to June 9th**

M-F 4 PM - 8:30 PM

Sat & Sun 9 AM - 8:30 PM

**June 11th to July 31st**

M-F, 12 PM - 8:30 PM

Sat & Sun 9 AM - 8:30 PM

**August 1st - August 28th**

M-F, 9 AM - 8:30 PM

Sat & Sun 9 AM - 7:30 PM

**August 28th - September 10th**

M-F 4 PM - 7:30 PM

Sat & Sun 9 AM - 7:30 PM

Memorial Day, July 4th 9 AM - 8:30 PM

Labor Day 9 AM - 7:30 PM

Early lap swimming daily 6 AM - 9 AM

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### POOL ACCESS

1. There is only one access to the pool: the main pool gate, located to the left side when facing the clubhouse.
2. All residents must have **a blue KC amenities key card** & proof of residency in KC (driver's license, utility bill, etc) to enter and sign in to enter the pool. A check-in attendant will be

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on duty at the main entrance to the pool to confirm home ownership/residency during guarded hours (see above). You may be asked for your last name and address along with proof of residence at a KC address at any time; please cooperate to maintain security at our pool.

3. All other pool gates are exit only. All gates except the main pool entrance gate have screamers, and they cannot be left open or propped open.
4. **Do NOT** open any gate for anyone asking to enter the pool area. Any person wanting to enter must use the entrance gate, have a key card, and check in with guard staff. ***Opening a non-entrance gate to let anyone in may result in the loss of all amenity privileges for your account for the rest of the season and/or a fine of \$100.***
5. The pool is for the use of Kitts Creek residents and their guests only.
6. Guest Policy:
  - a. A Kitts Creek resident must always accompany guests.
  - b. A maximum of 4 guests per household is permitted at one time.
  - c. If you wish to have more than 4 guests at once, a request for an exception can be submitted to the Asst Community Manager ([kittscreek@casnc.com](mailto:kittscreek@casnc.com)) by email a minimum of one week ahead of time. Provide your name and address, the proposed date, and the names of the guests.
7. **Do NOT** access the gym or clubhouse from the pool area at any time, including bathrooms. Swim attire, personal pool supplies (towels), bare feet, etc. should not be in those areas. ***Residents and guests at the pool must use the pool bathrooms, not the clubhouse bathrooms.***
  - a. Even though under one roof, the clubhouse and gym are considered separate amenities, each with its own set of rules. Unsupervised children must not play in those areas as this may disturb residents renting the clubhouse or working out. Review the Fitness Facility and Clubhouse Rules on [www.kittscreek.com](http://www.kittscreek.com).
  - b. There are cameras in place in the clubhouse & violation of this rule may mean a risk of losing amenity privileges.
8. **Offsite Homeowners:** all pool/gym access cards are issued to the legal owner of the property or the rental management company (if that information has been given to our HOA/CAS).
  - a. Offsite homeowners are solely responsible for conveying pool/gym cards, rules, access card payments, and/or contacting our HOA office for any replacement keys for their renters.
  - b. Amenity access cards will not be issued directly to renters.
  - c. If your property is rented, you have transferred your amenity rights to your renter and do not have access to any Kitts Creek amenities, including the pool.
9. Access key cards will be automatically deactivated if the HOA assessment account is delinquent or if a resident is found in violation of the Pool, Fitness Facility, or Clubhouse Rules.
10. The pool is **NOT** approved for night swimming and the pool deck is **OFF LIMITS** anytime after dusk. If you observe anyone on the deck after dusk, ***they are trespassing*** and the police

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should be notified. Call 911. This is a Wake County ordinance and violation could cost Kitts Creek use of our pool for a lengthy period of time.

11. The pool deck is **OFF LIMITS** for everyone anytime the pool is closed, including those with a paid clubhouse reservation, except for Aquatech, HOA or Swim Club staff.
12. Replacement Pool key cards are \$50.00 each. There is a 2-card limit per household.
  - a. Please email requests for replacement key cards to our HOA office ([kittscreek@casnc.com](mailto:kittscreek@casnc.com)) and include the key card number of the one you still have so it is clear which one to deactivate. If a key card is not working properly, it must be returned in person or by mail before a new key card will be issued.
  - b. If you still have one working key card, please have that handy if you call so the correct number is deactivated.
  - c. Key card data must be updated in the system before a new one is mailed out or available for pickup.

### GENERAL RULES

1. It is the responsibility of each pool goer to become familiar with the State rules that are posted on the gate as well as these community specific rules. Parents read these rules and make sure your kids are fully aware. ***Being unaware of the rules will not be an acceptable reason for non-cooperation.***
2. The posted rules are mandated by the State and failure to be in compliance puts our pool use permit in jeopardy.
3. Residents and guests should prepare to clear the pool no later than closing time and clear the premises no later than 10 minutes after closing. Guards may signal that closing is approaching 10 or 15 minutes prior to closing so that everyone is ready to exit the pool on time.
4. **Safety Breaks:** Each swim session goes from the top of each hour until 10 minutes before the next hour. When the lifeguard blows the Safety Break whistle to indicate each break, all swimmers under 18 years of age are to exit both pools immediately.
  - a. This 10 to 15 minute non-lifeguarded time allows for children to use the bathroom facility, get a drink, etc. and for guards to spot clean.
  - b. During this hourly break, for safety reasons, children are not to sit at the edge of the pool with their feet/legs in the water. To make this easy, there is a line around the pool behind which they will stay during breaks, ***for the entire 10 - 15 minutes.***  
The only TWO exceptions to this are:
    - i. Kids actively involved in Kitts Creek Swim Club practices/meets
    - ii. There is no break called during the last hour before closing each day
  - c. There is a dedicated lap lane at all times.
  - d. This lane is for lap swimming only. It is the responsibility of parents to ensure their children are not playing in the designated lap lane. No floats in the lap lane.
  - e. As a courtesy, please circle swim to allow multiple swimmers in the lap lane.

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5. The pool deck area is a NON SMOKING environment. No Vaping or tobacco products allowed.
6. **POOL PARTIES** – Residents wishing to hold a gathering at the pool are asked to consider the day and time of the party and how it will impact the enjoyment of other members at the pool. Weekends and holidays, for instance, especially early in the season, would not be a preferable time for a large gathering.
  - a. The pool is for the use of Kitts Creek residents and their guests only.
    - i. Over 4 guests per household is a party and **must register with Aquatech**.
    - ii. Over 15 must pay for an extra lifeguard at the expense of the homeowner, not our HOA.
  - b. Please contact Aquatech (984-232-7932) to discuss requirements for hiring a lifeguard at least TWO WEEKS prior to the party so they can schedule staff.
  - c. Parties are subject to Aquatech/lifeguard availability.
  - d. Residents having a party will need to notify the attendant that the party is approved and check in against the Aquatech approved party list provided to guard staff.
  - e. If a party is not registered /does not register or has not previously requested an additional guard (if necessary), the party will be asked to leave the pool premises.
  - f. No registered pool parties will be allowed to reserve the Club Room for the same event. Renters of the club room space may not use the pool during their event.
7. **Concession Stands** - Residents are not permitted to sell any products or refreshments at the pool or on clubhouse grounds unless part of either a KC HOA Social Committee event (like KC Neighborhood Market etc.) or the Kitts Creek Swim Club.
8. **Pool Slide**
  - a. Height requirement – Any swimmer must be at least 44” tall to use the slide.
  - b. Residents and guests must have a 2022 purple KC Kickers wristband to go down the slide if under 13.
  - c. One person on the slide at a time.
  - d. Once you exit the slide, please move out of the roped slide landing area quickly so the next person can go.
  - e. Wait for your turn at the bottom of the steps. Once the person using the slide in front of you has moved out of the slide landing area, you may go up the stairs and slide down.
  - f. **Feet first, on your back only.** No standing, kneeling, rotating, tumbling or stopping on the slide.
  - g. No floats can be used on the slide.
  - h. No horseplay.
  - i. Anyone using the slide must be able to swim independently to the side of the pool. No one can stand at the bottom of the slide to catch another person coming off the slide.

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- j. No swimming in the slide landing area.

### 9. ADA Lift

- a. The ADA lift is not a toy and should not be touched, unless it is needed to assist someone in and out of the water.
- b. The ADA lift is for the use of one person weighing less than 300 lbs.

## CHILDREN'S SAFETY & KC KICKERS

1. Children 13 and under must be accompanied by a responsible adult, of at least 21 years of age, at all times.
2. Residents 14 and over may attend without a parent or resident guardian but must (1) have a form of ID and (2) have been added by a parent or resident guardian to an minor attendee list for the season by emailing the Asst Community Manager ([kittscreek@casnc.com](mailto:kittscreek@casnc.com)).
3. **KC KICKERS:** The program works by testing swimmers' abilities and providing each a wristband once the child is able to pass simple swimming proficiency tests. These wristbands help lifeguards keep the swimmers safe by quickly identifying both those who might require a little more observation and our stronger swimmers.
  - a. Swimmers under the age of 13 will either wear a pink KC Kickers wristband at all times while in the pool **OR** must be accompanied by an adult supervisor over the age of 21.
  - b. ***An adult guardian must be within arms reach of any 13-and-under swimmer without a pink KC Kickers wristband. This will be strictly enforced. Parents/Guardians may not sit on deck if any 13-and-under swimmer without a pink band is in the big pool. You must be in the water with your swimmer.***
  - c. In order to earn a purple KC Kickers wristband, the swimmer will show that they can swim the entire length of the pool unassisted without touching the ground, sides or lane lines AND tread water for 30 seconds unassisted. If the swimmer can, KUDOS! They earn the right to wear the KC Kickers purple wristband ALL SUMMER!
  - d. If the wristband is lost, the swimmer can pass the test again to obtain another wristband.
  - e. Any lifeguard may request that any swimmer retest if there is concern over the swimmer's ability.
  - f. There will be regular testing times once the pool opens to make it easy for families to obtain a wristband for each proficient swimmer.
  - g. Kids can earn their purple KC Kickers wristband at any point during the season.
4. Group swim lessons are available this year. And KC Killer Whale swim team coaches may provide private lessons.

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5. Private swim instructors are permitted limited use of Kitts Creek pool facilities only after giving the Asst Community Manager their proof of insurance & certification.
  - a. Use is limited to the duration of the lesson and instructors may not solicit business on KC premises.
  - b. Make sure private instructors know about the mandatory Safety Break each hour in order to plan accordingly. Private lessons will not be exceptions for these breaks.
  - c. Private lessons may not be planned during Kitts Creek Swim Club practices or meets.
  - d. Private lessons may not be held in the lap lane.
6. Please see that your children use the restroom before swimming, take frequent rest breaks and are well hydrated.
7. Please see the Hygiene & Sanitation section below for diaper rules.

### SAFETY- Personal Floatation Devices (PFD)

1. Children's PFD's may be used in the shallow end of the pool.
2. Each child's supervisor must be within one arm's length of any child using a PFD/swimming aid.
3. Swim aids shall only be Coast Guard Certified swim aids (life vests) and must be used as intended. *NO blow-up swim aids will be allowed.* Residents and their guests may use any Coast Guard Certified Type I, II or III personal floatation devices. (See official [Coast Guard PFD details](#) )

### TOYS AND FLOATS

1. Non-life saving individual floating devices will be permitted in the pool, including pool noodles, **individual** inner tubes (maximum diameter of 33 inches), rafts (maximum size of 3 feet by 8 feet), kickboards and pool toys or toys to play with on the pool deck.
2. No multiple person floats at any time.
3. A limited number of floats will be allowed in the pool at any given time, based on pool occupancy and safety concerns.
4. Any float may be prohibited by the guard staff, at their discretion and for any reason. The guard staff will work to apply this with consistency.
5. Swim Toys must be removed from the pool water when not in use. Please store them at your own sitting area in order to keep the pool deck safe for foot traffic.

### FOOD AND DRINK

1. NO GRILLS allowed on the pool deck or clubhouse premises.
2. NO COOKING or GRILLING at the pool!
3. NO GLASS is allowed in the pool area. Breakage of glass on the deck or in the pool requires the pool to be shut down (usually for up to 7 days) in order to drain the pool, vacuum for particles, replace the sand in the filters, refill the pool and rebalance chemicals. This is a

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very costly event for our HOA – and the negligent party will be assessed the costs. If you see people with glass inside the pool fence, request that they remove the glass immediately.

4. NO FOOD allowed in the pool water or while sitting at the edge of the pool. NO DRINKS allowed in the pool water or while sitting at the edge of the pool.
  - a. Please use the provided tables and/or chairs for these items and keep them in the designated area.
5. Please place all paper and trash in the trash cans provided. Residents planning an event with several attendees and food items should bring additional trash bags for clean-up.

### SAFETY AND SECURITY

1. In case of emergency, call 911. There is a wall phone located at the bath facility.
2. The American Red Cross recommends that no one swim alone for safety's sake.
3. No diving is allowed. The pool is too shallow for diving.
4. No one is permitted to use the starting blocks for any reason except during Kitts Creek Swim Club practices and meets.
5. Swimmers may not hang on the lane lines or the buoy line.
6. Any item belonging to the pool and the Kitts Creek community should be used respectfully and for its intended use. Example: chairs, tables etc., should not be put into the pool, lifesaving equipment should not be played with, etc.
7. Chairs and tables should be put back in place when you leave the pool.
8. Umbrellas should be closed down after use to avoid damage from sudden storms/winds so common during the summer.
9. If thunder occurs, please exit the pool immediately. Allow a minimum of 30 minutes from the last occurrence of thunder before re-entering the pool. If lightning occurs, please exit the pool AND clear the pool deck immediately. Allow a minimum of 30 minutes from the last occurrence of lightning before re-entering the pool deck or pool. ***Guard staff must be obeyed regarding any of these occurrences without question. No debates, push back or arguments with any guard about this will be acceptable.*** Contact the Manager on duty or call AquaTech at 984-232-7932 if you have a complaint.
10. No running or horseplay is allowed on the deck area; no animals, or bikes, roller blades, skateboards, scooters, hover boards etc.
11. The use of balls and other throw toys may be discontinued if they become a problem, the style of play becomes rowdy or rough, or the pool becomes overcrowded. It is up to the discretion of the guard staff to temporarily discontinue their use and the guard staff's decision must be followed by residents and guests.
12. Security of our amenities is up to all of us. Do not let anyone you do not know “tailgate” behind you. Do not open an exit gate to allow entrance to anyone - point the person to the only entrance gate. If you see something going on that is against our rules, say something to the person or to a guard or contact [Kitts Creek HOA](https://www.kittscreek.com/contact/) at <https://www.kittscreek.com/contact/>

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### RULE ENFORCEMENT

1. If any guard staff provides any direction and it is ignored, one verbal warning will be given to the resident if they continue to refuse to listen to any lifeguard direction.
2. A second warning will require kids to sit out at the designated time out location for 15 mins.
3. The third warning means the resident will be required to leave the pool for the day.
4. A fourth and last time means the lifeguards will give an incident report to the Master HOA Board who will discuss further repercussions, including possible fines and/or loss of amenity privileges for up to one year, depending on the circumstances. If amenity privileges are lost, they are lost for \*everyone\* residing at your address.
5. Parents are requested to support the enforcement by our lifeguards at all times and cooperate.
6. If a parent feels the need to dispute a lifeguard's direction, **do not argue with lifeguards at the pool**. Step away and call AquaTech at 984-232-7932 and they will follow our HOA approved escalation processes. Ignoring this process may result in loss of amenity privileges and/or fines.
7. ***Tolerance for non-cooperation will be low. Guards can, at their discretion, escalate through the warning sequence faster than described above, as needed. If a resident is found to be in breach of the Kitts Creek Pool Rules, a fine of \$100 can be assessed along with cessation of all amenity privileges for the rest of the season or for a full year.***

### HYGIENE AND SANITATION

1. All persons must shower before entering the pool.
2. Incontinent persons may only be in the pool water with swim diapers made for pool use and covered by a tight fitting plastic diaper cover over the diaper and under the swimsuit. If needed, links for examples of these kinds of diapers are available from the Asst Community Manager ([kittscreek@casnc.com](mailto:kittscreek@casnc.com)).
3. Regular disposable diapers are not allowed in the pool at all.
4. Dispose of diapers in the bathroom containers, not deck receptacles.
5. In case of an incident such as vomiting or fecal matter in the pool, instruct all swimmers to exit the pool. Contact the lifeguard or Aquatech at 984-232-7932 immediately and advise them if the matter is loose or formed. By providing this detail, the amount of time the pool is closed for treatment may be minimized.
6. Only appropriate swim attire (swim trunks, rash guards, bathing suits, modesty swimwear) will be allowed. T-shirts & leggings are allowed. **No other street clothing, such as cutoffs, sweat pants, pants, jeans etc. should be worn in the water.**
7. No one with an infectious disease, inflamed eyes, nasal or ear discharge, open wound or bandages will be allowed in the pool. This is a health department requirement.
8. No spitting on the pool deck or in the water.
9. Be advised that fecal incidents and contamination require the pool to be closed for 24 hours for cleaning. This is an additional and substantial cost to our HOA which may be



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charged to the responsible party's account if not wearing proper swim diapers caused the incident.

10. Glass in the pool requires the pool to close for draining, cleaning and refilling. This is a significant expenditure to our HOA which may be charged by to the responsible party's account.
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### **Issues when at the Pool:**

All urgent concerns go to AquaTech. The pool company is responsible for its staff, the condition of the pool water, and the daily pool operations.

To contact AquaTech, call 984-232-7932 or submit a maintenance request online at [www.aquatechpoolmanagement.com](http://www.aquatechpoolmanagement.com)

Provide feedback to the HOA by contacting the Asst Community Manager, Jari Lambert, in writing to [kittscreek@casnc.com](mailto:kittscreek@casnc.com) or to the Board of Directors at <http://www.kittscreek.com/contact/>.

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