



Arbor Creek Pool Rules

The Arbor Creek Homeowners Association (HOA) has established comprehensive pool policies to ensure its residents' safety, enjoyment, and well-being. Below is an overview of these guidelines:

1. Access and Admittance

- **Private Facility:** The Arbor Creek pool is exclusively for community members and their immediate families, tenants, or contract purchasers. Entry requires a key fob, card, or electronic pass. Unauthorized use is considered trespassing and may result in arrest.
- Each household must use their **own** key fob, card, or electronic pass for entry. **Do not allow others to enter** the pool area without their own valid access credential.

2. Health and Safety Regulations

- **Tobacco-Free Zone:** The pool area prohibits tobacco use, including vaping. A designated smoking area is in front of the clubhouse near the blue bench, with waste receptacles for debris disposal.
- **Diaper Policy:** Children not potty-trained must wear swim diapers; conventional diapers are not permitted in the pool.

3. Operating Hours

- **Lap Swimming:** The pool is reserved exclusively for lap swimming from 5:00 AM to 9:00 AM daily. General swimming is not permitted during this time.
- **General Swimming:** Please refer to the published schedule for pool hours and any scheduled closures. During general swimming hours, the lap lane is designated for lap swimmers only, and casual swimmers must yield the lane.
- **After-Hours Use:** Swimming outside of posted pool hours is strictly prohibited and may result in fines, loss of pool privileges, and potential trespassing charges.

4. Supervision and Age Restrictions

- **Children Under 14:** Must be accompanied by an adult (18 years or older, such as a parent, legal guardian, relative, or babysitter). Unsupervised children will be asked to leave, and authorities may be contacted if necessary.
- **Ages 14-17:** May use the pool unaccompanied during daytime but must present a student ID upon entry. During night swimming hours (9:00 PM – 11:00 PM), they must be accompanied by an adult.
 - If your child does not have a student ID, please contact the HOA Board of Directors
 - Unaccompanied 14-17-year-olds must have a signed Parental Agreement on file. This should be brought to the lifeguard station with the responsible adult and all minors listed.
 - Any minor found not to have a parental agreement on file will be asked to leave and may result in pool privileges being revoked.

5. Guest Policy

- **Guest Limit:** Each household may host up to six guests per visit, with residents responsible for their guests' behavior.
- **Restrictions for Minors:** Residents aged 14-17 are not permitted to bring guests. Babysitters must have a signed note from parents to bring children to the pool. Exceptions require prior approval from the HOA Board of Directors.

6. Attire and Conduct

- **Appropriate Swimwear:** Proper attire is mandatory; thong bathing suits or similar attire are prohibited.
- **Behavior Standards:**
 - Forbidden: Running, pushing, wrestling, foul language, or horseplay are forbidden.
 - Forbidden: Threatening behavior, verbal or physical violence towards lifeguards or fellow guests
- **Swim Sober:** Do not swim under the influence of alcohol or drugs.
- Lifeguards may enforce time-outs or removal from the pool area for the day. Repeated negative behavior can result in loss of pool privileges. This includes minors and adults.
- Residents and their guests are responsible for cleaning up after themselves. This includes wiping down tables, disposing of trash properly, and cleaning up any spilled food. Large trash such as pizza boxes should be placed in the town trash bins outside the pool door.
- All residents and guests are expected to conduct themselves respectfully and appropriately. Disruptive, unsafe, foul language, or inappropriate behavior will not be tolerated. Management, lifeguards, and the Board of Directors reserve the right to ask any individual to leave the pool area if their behavior is deemed unacceptable

7. Facility Usage

- **Slide Usage:** Permitted only when lifeguards are on duty. Children must be at least three years old to use the slide.
 - **Single User Protocol:** Always allow only one person on the slide and its ladder simultaneously. This reduces the chance of accidents caused by overcrowding or unexpected movements.
 - **Proper Sliding Position:** Users should descend the slide in a seated position, facing forward, and feet first. Sliding headfirst or in any other manner can lead to severe injuries, including the risk of paralysis.
 - **Clear Landing Area:** Before a person begins their descent, they must ensure that the area at the slide's exit is free from other swimmers, pool toys, or any obstructions. This precaution prevents collisions and allows the slider to exit the pool safely.
- **Flotation Devices:** Use discretion with flotation devices, especially during peak times. Inflatable boats are not allowed. Lifeguards have the final say on their usage.
- **Prohibited Items:** Glass containers are banned. If broken glass is found, the pool must be closed, drained, cleaned, and refilled, with costs charged to the responsible homeowner.

8. Pets

- No pets allowed in the pool area. Service animals, as defined by the ADA, are permitted but are not allowed in the water.

Pool Rules continued on other side →

9. Discretionary Closures & Weather Policy

- The pool may close due to inclement weather, maintenance, or other issues as determined by the Pool Manager, Board of Directors, or management company.
- **Thunder/Lightning Policy:** If thunder or lightning is detected within 10 miles, the pool will close for a minimum of 30 minutes. Each additional occurrence resets the closure period.
- The Pool Supervisor and/or head lifeguard will determine when it is safe to reopen the pool.
- During severe weather, members must follow staff instructions, which may include clearing the pool deck, entering the pool house, sheltering in vehicles, or leaving the facility.
- Lifeguards have full discretion to enforce these safety protocols. If severe weather persists, management and the Board of Directors may close the pool for the remainder of the day.
- **Safety Violations:** The pool will close immediately if hazardous conditions arise, such as lack of disinfectant, algae, bacteria, fecal contamination, or glass in the water. Closure duration will depend on the issue and will be posted at the pool gate.

10. Pool Keys & MyPass Digital Access Code

To request a MyPass digital access code, please follow these steps:

1. Download the **MyPass** app from the App Store (iPhone) or Google Play (Android) on a **Bluetooth (iPhone) or NFC (Android) enabled smartphone**.
2. Grant **location access** to MyPass.
3. Allow MyPass to use **Bluetooth (iPhone) or NFC (Android)**.
4. Create a **six-digit PIN code**.
5. Tap the **three lines** in the top left corner of the app.
6. Select "**View Pass ID**".
7. Email your **name, address, and Pass ID** to ACMyPass@gmail.com
8. Please allow **2-3 days** for activation. You will be notified once your pass is ready.

A working key fob or MyPass code is required for access. If you have lost your key fob, request a new one [here](#).

These policies align with the North Carolina Department of Health and Human Services regulations, which govern public swimming pools to ensure health and safety standards are met. Adherence to these guidelines ensures a safe and enjoyable environment for all Arbor Creek residents.