



User Guidelines and Pool Rules for Bow Island Swimming Pool

January 1st, 2025, Version 4

Welcome back!

We look forward to welcoming you, your organization, and its members back to the Town of Bow Island swimming Pool within the new guidelines and facility procedures. Your collaboration and communication are very important as we go through another season of the Bow Island Swimming Pool. The health and safety of everyone is our priority.

Following Guidelines

Compliance with the above guidelines is critical in maintaining the health and safety of our customer, users, and employees. Failure to abide by these guidelines may have a negative effect on our community and others which may result in loss of the privilege of using the Town of Bow Island Swimming Pool by your user group(s) until such time that observance to the guidelines is ensured by the offending group(s).

BOOKINGS

Bow Island Swimming Pool may be booked by contacting the Bow Island Swimming Pool from 10:00 a.m. to 6:00 p.m. by calling (403) 584-0276 to confirm bookings once the following information has been provided by the user group:

- Name of organization (if applicable)
- Contact person
- Phone Number and email address
- Mailing address
- Specific dates and times required
- Facility Rental Fee Payment (Due on the day of your rental.)

*Please note rentals are required to book 72 hours prior to rental start date. *

CANCELLATION POLICY

A. Booking a Rental Cancellation Policy: To avoid the cancellation penalty notice must be given at least 24 hours prior to your rental start time. Cancellation before 24 hours will receive 100% back from entire booking.

B. Swim Lessons Cancellation Policy: To avoid the cancellation penalty notice must be given 7 days in advance before swim lessons start time. Cancellation before the 7 days will receive 100% back from entire booking.

ABUSE & HARASSMENT

Any form of abuse (Verbal, Physical or Mental) or harassment towards the staff on how the facility is being operated will not be tolerated. Offenders will lose their privilege to use the facility and could be banned from the Bow Island Swimming Pool. This includes, using foul language at the staff, making the staff feel uncomfortable or not respecting the staff. If you have any complaints and or would like to discuss the pool, please call the Recreation Coordinator at 403-545-2522 EXT 2.



SOLICITING There will be absolutely no soliciting allowed at the Bow Island Swimming Pool. **PROPER SWIMMING ATTIRE:** Proper swim attire is characterized by garments covering all pertinent body areas and composed of non-absorbent materials suitable for swimming. It is advisable to avoid materials that become excessively heavy, wet, and cold during use. Opt for swimwear like swim trunks, swim shirts, and swimsuits. For toddlers and infants, swim diapers are **A MUST**. Failure to comply will result in loss of using the facility.

DIRECTIONS

1. Patrons entering the Swimming Pool

a) Will be allowed into the pool change rooms and deck 15 minutes prior to rental time and must not go into the water until a guard is on deck. The rental group will also only be permitted in the facility 15 minutes after rental time but can not be in the water.

b) Patrons are encouraged to bring in minimal items into the facility such as extra floaties, pool toys, diving items, and water bottles. Nothing will be allowed to be left at the facility if you leave something it will be placed in the lost and found unless under water which it may get mixed up with the regular pool toys. Each participant that enters the facility is responsible for cleaning up behind them.

2. The lawn/ deck will be accessible but there will be no gathering after 30 minutes of a rental.

3. The pool washrooms will be available for use.

4. The Disability Seating area is for disabilities. If you are not disabled, please do not sit on them.

5. Water fountains will be accessible.

6. The main contact personnel of rental will be responsible to ensure all members who enter the facility know these rules of the Bow Island Swimming Pool. We HIGHLY encourage people that are sick to stay home.

7. Left over mess in the dressing rooms will result in your rental losing your ability to use the Swimming Pool in the future. Showers will be accessible at all operational hours.

8. It is the main contact personnel of the rental to be responsibility to control the group on in the facility of the Swimming Pool

9. Failure to follow these rules may result in loss of future rentals.



POOL RULES

1. Children under 8 must be within arms reach of a responsible person 13 years or older.
2. Proper bathing attire is required.
3. All patrons must take a cleansing shower before entering the pool area.
4. No street shoes may be worn in the shower areas or on the pool deck (including ramp)
5. Only single riders are allowed on the waterslide.
6. Glass is not allowed on the pool deck on other barefoot areas.
7. Patrons may not be intoxicated while using the facility.
8. Persons on medication for high blood pressure, heart conditions or other medical conditions must consult with a physician prior to use of swimming pool.
9. No pets allowed onto the premises, except for qualified service dogs.
10. Maximum bather load: 108 swimmers as per pool standards.
11. Pool depth varies. No diving except for the deep end of the lap pool.
12. Any person with diarrhea or a history of diarrhea over the previous 2 weeks must not be in the pool facility
13. People with communicable diseases or infection are not permitted.
14. No Soliciting Allowed
15. Absolutely no abuse or Harassment will be tolerated towards staff or other patrons. Any form of Abuse or Harassment will result in not being able to use the facility and could be banned for life.
16. Use of cell phones, Personal Digital Assistants, cameras, and other recording devices is restricted in our facilities.
17. Patrons are encouraged to ask a staff member for permission before taking any photos or videos in a Bow Island's recreation facility. Respect for people's privacy is a priority.
18. Change Rooms/Washrooms/Locker Rooms/Dressing Rooms: Please turn off and store your personal recording devices in these private areas. Taking pictures within change rooms or washrooms is illegal. This also extends to private areas designated for staff.
19. Our facilities are non-smoking facilities, smoking is not permitted in the Town's facilities, including but not limited to cigarettes, e- cigarettes and vaping devices.
20. NO running allowed on the deck