

St. Charles Parks and Recreation Board
Aquatic Facility Policy

It is the policy of the St. Charles Parks and Recreation Board the Aquatic Facilities of Blanchette, McNair and Wapelhorst will follow these procedures under the following circumstances:

Guest Policy:

Inclement Weather/Severe Weather

The Blanchette, McNair and Wapelhorst Aquatic Facilities will remain open except during threatening weather, such as thunderstorms, lightning and tornadoes and/or during low air/water temperatures.

If the aquatic facility is open and lightning/thunder is positively identified by the Manager on duty, Lifeguards will execute 3 long whistle blasts to begin directing guests to exit the pools. Staff will direct guests to go to the bathhouses or a safe place on the pool deck. Staff will station themselves in safe places around the pool deck to ensure that no guest re-enters the water.

Before guests may be allowed back in the water, it must be lightning/thunder free for a continuous twenty minutes. The twenty minute wait time will restart every time lightning is spotted or thunder is heard.

Managers will alert staff and guests when it is safe to re-enter the water. In the event that the pool is cleared for an extended amount of time, the Aquatics Coordinator may shut down the facility for the remainder of the day.

If it begins lightly raining, the pool will remain open. Pools will only be cleared if heavy rain prevents Lifeguards from seeing the bottom of the pool or lightning/thunder occurs.

Low Attendance

During periods of low attendance, various attractions and/or pools within the facilities may close as well as the entire Aquatic Facility. Rain checks will be issued at the discretion of the Aquatics Coordinator.

Rain Checks

Rain checks will be issued when the pool areas are cleared for inclement weather and has remained clear for at least 45 minutes after the Manager on duty has made the announcement to exit the pools. The aquatic facilities will remain open until the Aquatics Coordinator makes the decision to close for the remainder of the day.

After 45 minutes, guests can receive a rain check to visit the facility on a different day during the season. Guests must present their receipts, with time stamp, for all individuals wanting to receive a rain check. Guests requesting a rain check must have been in the facility for less than 3 hours. There are no cash refunds. A rain check will expire on the last day of the season and is good for any pool prior to that date.

E-COLI & Other Infectious Bacteria Patron Protection

Guests with infectious conditions/contagious disease/open wounds will not be allowed entrance into the aquatic facilities. No one will be allowed to enter the water/pool areas with open sores, apparent skin disease, or any visible bodily fluid discharge.

It is mandatory that diaper wearing guests wear special swimming diapers at all times while using the aquatic facilities. These swim diapers will be distributed/sold at the cashier's booth for guests paying the admission rate of 2 years and under. One swim diaper is included within the price of admission.

Fecal/Vomit/Blood Contamination

Should a fecal/vomit/blood accident occur, Staff will follow the guidelines set forth by the Center for Disease Control (CDC). The CDC "Fecal Incident Response Recommendations for Aquatic Staff" can be found on their website, <http://www.cdc.gov/healthywater/swimming/aquatics-professionals/policies-management.html>

Supervision of Children

Children must be 12 years of age or older to enter the aquatic facilities without a parent or guardian. Children 11 years of age and younger must be accompanied by a guardian 14 years of age or older. Any parent/guardian that has a child left unattended at anytime while at the aquatic facilities may be escorted out of the facility with the child(ren) All necessary parent/guardians will be contacted to pick up children from the aquatic facilities. In the event a Park Ranger is needed, one will be contacted to assist the Aquatic Staff.

Lost Child

In the event that a child is reported missing, the Manager will immediately announce over the public announcement system for all areas of the pool to be cleared and slides to stop. Lifeguards will signal with three (3) long whistle blasts for the guests to exit the pools and stop slides. Once all pools are cleared, Lifeguards will perform a proactive bottom scan. Once determined that the pools are clear, the Manager, on break Lifeguards, and all other available staff members will check the restrooms, concession areas, slide towers, and all deck space. If the child is not found within the aquatic facility the Manager will notify the Park Rangers and Police Department.

Flotation Devices

Coast Guard approved life jackets, noodles, water wings and rings no larger than 38 inches in diameter are allowed with adult supervision. Other flotation devices such as inner tubes and rafts are not permitted.

Lost and Found

All lost and found items will be turned into the Manager's Office. Items of less than \$50 value such as towels, clothes, shoes, toys, etc. will be kept in a specific lost and found location at the aquatic facility. The lost and found will be cleaned out bi-weekly beginning at the start of the season. Useable items not claimed will be donated to local charities. Items broken or not useable will be discarded.

Items of value over \$50 such as phones, wallets, keys, glasses, jewelry, etc. will be kept in a secure location at the aquatic facility. Each item will be logged into a lost and found notebook with a description, date found, and employee who found the item. If the item contains identification, the owner will be notified by telephone as soon as possible and the contact attempt recorded within the lost and found notebook. If an item is claimed and proper identification of ownership is made, the claimant will sign and date the log book. If the item is not claimed the same day, the Ranger Division will be notified and secure the item(s) and follow the Property and Evidence Policy.

Non-Swimmer Admissions

Each person entering the aquatic facility must pay the regular admission fee. Payment is required even if a person has no intention to swim or enter the water in the pool areas. Such persons are included in determining if (or when) maximum occupancy, per regulations, is met.

Parks and Recreation Board Adopted 1/17/2018; 1/16/2019; 12/18/2019; 4/6/2022

Swim Attire

Proper swim attire is required to be worn at the aquatic facility. "Street clothes", jeans, undergarments/boxers, loose fitting clothing, and thong style swimwear are prohibited. Swimsuits, swim trunks, board shorts, rash guard shirts, and all other tight fitting clothing designed to be worn in water are acceptable. The Aquatics Staff reserves the right to ask a person to change or cover up if they deem a person's swim attire is too revealing, poses a threat or danger to a person, or is not the appropriate attire to be worn at the Aquatic Facility.

Re-Entry During Capacity Limit

Each Aquatic Facility has a set maximum occupancy or capacity limit that is allowed at one time. Once the facility has reached the capacity limit, its Staff will allow guests to enter as other guests leave. If a guest or guests would like to leave for any reason (i.e. to eat outside of aquatic facility, go to their car, etc.) they will be asked to re-enter the facility using the main entrance line and may experience a wait to re-enter. Guests will not have to pay to re-enter if they receive a hand stamp or show their receipt with the current date. Signs will be posted at the front of the facility to inform guests of the policy.

General Aquatic Facility Rules

- Ellis and Associates licensed Lifeguards are on duty at all times.
- Staff reserves the right to ask guests to discontinue use of the facility for safety reasons or inappropriate/unacceptable behavior.
- Horseplay will not be tolerated. A Manager will be notified immediately if a guest is acting in a way that is unsafe and may cause harm to themselves or other guests.
- Smoking, cigarettes, cigars or vapor products, are not allowed within the aquatic facility.
- Outside food, coolers or glass are prohibited.
- Hard balls or toys are not permitted.
- Sitting or hanging on lane ropes is prohibited.
- Guests with questionable swimming abilities will be tested before being allowed in water depths where they cannot touch the bottom.
- Alcoholic beverages are not sold nor allowed to be brought into any aquatic facility.

Aquatic Slide Usage

- Guests must be at least 48" tall to ride all slides.
- Slides will be used laying on backs and feet first only. Riding the Speed Slide, arms must be crossed over the chest and feet crossed at the ankles.
- Guests having a health or other problematic condition are prohibited from riding the slides. The conditions include but are not limited to:
 - a significant physical ailment or conditions are present.
 - neck or back problems.
 - high blood pressure or heart disease.
 - pregnant or body weight over 300 lbs.
 - under the influence of drugs/alcohol.
 - experienced stomach/intestinal illness within the past 2 weeks.
- Orthopedic hard casts are not allowed.
- Suits/Trunks with buttons, zippers, or rivets are not allowed.
- T-shirts, lifejackets, shoes and aqua socks are prohibited; rash guard swim shirts may be worn.
- Hanging, swinging and such on the slide tower structures is prohibited.

Lazy River Usage

- Enter and exit lazy river only at designated areas.
- Floaters must follow the direction of the current and should not block the progress of other guests.
- All Guests must use tubes provided and are first come, first served.
- No independent or underwater swimming.
- Tubes must be returned to the tube storage area after use and may not be taken out of the lazy river area or retained for a later use.
- Climbing, sitting, standing or walking on the walls/island in the lazy river is not permitted.
- Jumping or diving into the lazy river is not permitted.
- Standing on tubes or stacking of tubes is prohibited.

River Walk Program

The River Walk is an exercise program designed for participants to walk the lazy river with or against the current.

- Enter and exit lazy river only at designated areas.
- Climbing, sitting, standing or walking on the walls/island in the lazy river is not permitted.
- Jumping or diving into the lazy river is not permitted.
- Children are allowed, but must be able to walk on their own without disrupting other participants, or can be carried by an adult.

Lap Swim Program

- Lap Swimming is an exercise program designed for those capable of swimming at least 25 yards without assistance.
- Lap Swimmers may be asked to share a lane, or swim in a circle traffic pattern to accommodate 3 or more swimmers in a lane.
- Jumping or diving into the lap pool is not permitted.

Diving Board Usage

- Only one person at a time is permitted on the diving board and ladder.
- Each person must wait until the preceding diver has cleared the area before diving.
- Only two bounces are permitted on the diving board.
- Front dives and flips are allowed straight off the end of the board.
- Cartwheels and handstands are prohibited.
- Hanging off the end of the diving board is not permitted.
- Swimmers are not allowed in the water of the diving area including catching a person from the diving board.
- Divers must swim directly to the nearest ladder and leave the diving area.
- Goggles, masks or floatation devices may not be worn going off the diving board.
- Adjustments of the diving board fulcrum may only be made at the discretion of Aquatic Staff.
- Due to safety concerns, the Manager may restrict dives from the diving board.

Pool Party Packages

Package A: Includes 2 Hours in a shaded party area and admission into Aquatic Facility for guests. No additional amenities are included (drinks and food may be purchased separately from concessions).

Package B: Includes 2 Hours in a shaded party area, admission into Aquatic Facility and lunch for guests.

Parks and Recreation Board Adopted 1/17/2018; 1/16/2019; 12/18/2019; 4/6/2022

- Option 1: Hotdog, Chips & Drink (Wapelhorst, Blanchette & McNair)
- Option 2: Pretzel with Cheese & Drink (Wapelhorst, Blanchette & McNair)
- Option 3: Slice of Cheese or Pepperoni Pizza & Drink (*Wapelhorst Only*)

Wapelhorst Aquatic Facility

1. Each party area holds a maximum of 20 guests.
2. Must purchase parties in groups of 20.

Reservation Times: 11:30-1:30 PM; 2-4 PM; 4:30-6:30 PM

	Package A	Package B
20 Guests & 1 Party Area	\$210	\$330
40 Guests & 2 Party Areas	\$420	\$660
60 Guests & 3 Party Areas	\$630	\$990
80 Guests & 4 Party Areas	\$840	\$1,320

Blanchette Aquatic Facility

1. Each party area holds a maximum of 40 guests.
2. Must purchase parties in groups of 20.

Reservation Times: 11:30-1:30 PM; 2-4 PM; 4:30-6:30 PM

	Package A	Package B
20 Guests & 1 Party Area	\$200	\$320
40 Guests & 1 Party Area	\$400	\$640

McNair Aquatic Facility

Reservation Times: 12-2 PM; 2-4 PM; 4-6 PM

	Package A	Package B
20 Guests & Pavilion	\$140	\$235

Party Planner: The individual/group inviting guests and paying for the party

1. Package pricing includes admission for the number of guests for which you purchased, a reserved pavilion, and if you purchased Package B, lunch for your guests. Package payment is due in full at the time of the reservation.
2. Party guests include both adults & children and all party attendees must be included in your count or pay to enter the facility regardless if they choose to swim or not.
3. Upon arrival, the party planner will present the printed receipt or a picture of the receipt on their mobile device to receive wristbands for each attendee in their party, indicating their reservation at their designated party space.
4. Party planner will be responsible for distributing wristbands to party attendees at the aquatic facility entrance. All party guests must wear wristbands to gain entrance into the facility. Any guests who enter the aquatic facility without a wristband will have to pay admission price and no refunds will be given.

5. Party planner and guests may enter the aquatic facility ahead of the scheduled party time. However, party guests will not be allowed free entrance until party planner has arrived. You will then receive your reserved party area at the time listed on your receipt.
6. You and your guests may remain in the aquatic facility after your reservation time, you must however, move from your designated party area.
7. Parties will begin and end at the specific time listed on your receipt. Time will not be added to any reservation if host or guests are late.
8. Food choice will be selected at the time of the reservation and will be served to you 30 minutes, 45 minutes, or 1 hour after the start time of your party. The exact time will be communicated with you on the day of your party.
9. Please contact the Aquatics Coordinator if additional food is needed. We must know about this in advance or additional food may not be available on the day of the party.
10. No outside food or drinks may be brought in the aquatic facilities with the exception of a birthday dessert.
11. Desserts can be kept cool or frozen at the concession stand if needed.
12. If bringing a birthday dessert, please keep in mind you will need to provide your own plates and serving utensils.
13. If the party planner wants to provide a treat bag for their guests you may do so but it must be handed out at the end of your reservation.
14. If your group has dietary concerns please contact our Aquatics Coordinator so we can do our best to accommodate you.
15. You are welcome to bring in standard decorations (balloons, table cloths). Party planner is responsible for setting up and taking down decorations within their reservation time frame. Any decorations left after a reservation will be thrown away.
16. If the aquatic facility must close due to inclement weather our Aquatics Coordinator will contact you to let you know that day and will discuss options of rescheduling or refunding your event. If your reservation was cut short due to inclement weather, you will receive a prorated refund dependent upon the length of the party and if food was served or not.
17. If you have questions about rescheduling your party due to a future weather forecast, please contact the Aquatics Coordinator no more than 48 hours prior to your event to discuss your options.
18. Parties must be reserved at least 1 week prior to reservation date.

Private Aquatic Facility Rentals

Blanchette Aquatic Facility

Friday, Saturday, and Sunday Nights

2 ½ hour rental from 7:30-10:00 PM

Available to rent--Entire Complex, Activity Pool with Kiddie Area, Lap Pool Only

McNair Aquatic Facility

Friday, Saturday, and Sunday Nights

2 ½ hour rental between 6:30-10:00 PM

Available to rent--Entire Complex

Wapelhorst Aquatic Facility

Friday, Saturday, and Sunday Nights

2 ½ hour rental from 7:30-10:00 PM

Available to rent--Entire Complex

Parks and Recreation Board Adopted 1/17/2018; 1/16/2019; 12/18/2019; 4/6/2022

Morning Kiddie Pool Rentals

Blanchette and Wapelhorst Aquatic Facilities

Saturday and Sunday Mornings

1 ½ hour rental from 9:00-10:30 AM

St. Charles Parks Passport Aquatic Policy

The St. Charles Parks and Recreation Department's Passport Card offers City Residents discounts to several St. Charles City businesses, discounts for programs and daily aquatics admission through the St. Charles Parks and Recreation Department, as well as resident rates at the St. Peters RecPlex and outdoor aquatic facilities.

Guests presenting the St. Charles City Parks Passport Card at Blanchette or Wapelhorst Aquatic Facilities will receive \$2.00 off daily pool admission and \$1.00 off daily admission at McNair Aquatic Facilities. Each guest must present their own Parks Passport Card to receive the discount. This discount will not be combined with other offers or discounts to the Aquatic Facilities.

Family Season Pool Pass

A Family Season Pool Pass is defined as a maximum of 4 person pass within the same household. Additional family members within the same household exceeding the 4 person limit can be added at an additional fee per person. An individual providing childcare support to the family may be considered a family member within the household and included on a family season pool pass as one of the 4 members or added as an additional family member for the set fee.

Season Pool Pass Loyalty Program

Individual and family season pool pass holders, who purchased season passes for the last 2 consecutive years, will qualify to receive a 15% discount on the current year's pass fee. Families with more than 4 individuals will be required to pay the set fee for additional family members. Resident and non-resident rates for the Loyalty Program apply.

Eligible pass holders will receive correspondence to inform them they qualify for the Loyalty Program. The Loyalty Program will be available from the first business day in February until the last business day of April. After the end date of the Program, passes will be available at the regular rate.