

HOMEOWNER UPDATE

June 16th, 2020

1. The District must reduce the number of times a week that you can reserve a slot at the pool, therefore starting **Monday, June 22, 2020** you will only be allowed **2 (two) reservations a week**.
We have found that we started with too many days for reservations and some residents are having issues getting even one reservation. This new procedure will take affect starting **Monday June 22, 2020**. If you have made more than two (2) reservations for the week of June 22 – June 28 and future bookings, you will need to cancel the excess reservations to allow others the chance at a pool reservation slot. If you are on the wait list and have 2 reservation time slots you will have to decline the wait list option.
2. **“No Shows”!! THIS IS A BIG ISSUE, please keep your reservation if you have made one!** We understand the excitement of getting to the pool, and things happen that keep you from the pool, however, by reserving and NOT showing up, you are keeping others (your friends/neighbors) from being able to reserve a spot and go to the pool!!!! This is a two-way street, if you make a reservation, you must show up or cancel. It causes your friends and neighbors to be ANGRY because the pool is not at capacity and they could not get a reservation.
3. “No Shows” reservations will be canceled 10 minutes after check in, (NO IFS, ANDS, or BUTS!) by the guards and the wait list people will be called, in the order they signed up on the system. If you do not answer the call, we will go to the next person on the wait list, and so on, until we have 50 residents at that reservation time slot.
4. **After three (3) “No Shows” you will lose pool privileges for 10 days and your Fob is turned off.**

Additional Information About the Reservation System

- A. If you cancel a reservation today, you cannot rebook today at any time during the same day.
- B. You cannot add a family member on to an existing reservation, you must book all attendees at the initial reservation. It is easier to cancel a member that chooses not to go then to add a member to a reservation.
- C. Please see the “How to Cancel Slots at the Community Pool” for cancellation procedures.
- D. You must cancel your reservation if you cannot attend your reserved time slot before the reservation begins. This opens up time slots for the people on the “Wait List.” I get numerous calls a day, about “why isn’t there 50 people in the pool and the reservations list shows full, and I cannot get even one.” Please remember that everyone wants to enjoy the pool, and if you cannot make your reservation, you should be considerate of your friends/neighbors and cancel as soon as you know.
- E. Please remember: NO GUEST AT THIS TIME.
- F. You cannot make a reservation for two and bring six people; we must have an accountability system in place.
- G. Please remember, you can only book **one (1)** reservation time slot a day, and you may only reserve **two (2)** reservation time slots a week (Monday – Sunday). Please note that if you choose to break the rules, we will cancel any reservations past two (2) in a week as a first-time warning, then the second offense means that your FOB will be de-activated, and you will lose pool privileges.

Please keep in mind we are trying very hard to work under the constraints the state has put on the public. The District wants everyone to be able to use the pool. We have state guidelines we must follow due to COVID – 19. The state has mandated the 50 people maximum; we have written to the state to ask to re-consider these limits for the pool and our community. You, too, can help by writing your government representative to increase the capacity of the pool.

Again, thank you all for your patience, cooperation, and understanding that the district is doing everything we can to allow as many people access to the pool that is allowed. We only hope that things can start to relax soon.

Metro District