



AMBERWOOD
VILLAGE

1. **What are your pool hours?** [LINK to pool website.](#)
2. **How much does pool admission cost?** [LINK to pool website.](#)
3. **Do I need a membership to use the pool?** Membership is optional. We offer both daily passes and membership options, with various benefits for members, [LINK to pool website.](#)
4. **Are there age restrictions for pool use?** Yes, for certain times of the day. [LINK to pool website.](#)
5. **Swim test and parent responsibility?** Children under the age of 16 must pass a swim test in order to be in the pool by themselves. If a child does not pass the swim test a parent/guardian must be in the pool within arm length of the child.
6. **Do you offer swim classes?** [LINK to pool website.](#)
7. **Do you offer lanes for lap swimming?** The pool is not set up for lane swimming. There are lane markings on the floor of the pool, but no ropes are set up.
8. **What are the swim time options?**
 - a. Adult - All members over the age of 18 may use the pool and pool deck areas.
 - b. Family - Open to everyone of all ages, in the pool and the pool deck areas.
 - c. Community - All are welcome, but no swim toys are permitted.
9. **How is the transition from Family to adult swim handled?** At the end of the family swim time, lifeguards blow a 10 min warning whistle. Children (all under 18) must clear the deck, and be out of the pool area by the start of adult swim time. No child under 18 is permitted in the pool or on the pool deck during adult swim times.
10. **Are people allowed to bring their own toys/floats?** Yes, as long as they are small enough to not disrupt other people's enjoyment. As an example, yes for floaties and flutter board, no to an inflatable island or lounge chair.
11. **How we handle reaching pool capacity limits?** The pool is regulated for capacity and when we have a day that we expect to reach capacity entry is on a first come first serve basis. However, daily fee clients will have a two hour time limit written on their wristband as to when to leave the pool. Members do not have a time limit for pool usage.

Safety & Hygiene FAQs

7. **Weather conditions involving lightning and thunder?** If lightning strikes and or thunder is heard the pool will be cleared immediately for 30 min after the last lightning strike or thunder hear.

8. **What are the pool's safety rules?** Please review our safety guidelines on our website under "Pool Guidelines" for information on diving, running, and supervision requirements. [LINK to pool website](#). (K to review)
9. **Is there a lifeguard on duty?** Lifeguards are on duty at all times, and on the pool deck area during family swim times. During adult swim times the lifeguard may be tending to other duties related to pool maintenance. As of Labour Day, lifeguard availability is subject to change.
10. **What is your policy on pool cleanliness?** Our pools are cleaned daily, and the water is regularly tested to maintain safe chlorine and pH levels. The pool is cleaned daily. This includes a morning vacuum, and regular (at least every 2 hours) water testing for salt and pH levels.
11. **How do you handle pool deck and furniture cleanliness?** Pool users are asked to clean up after use, and to keep the spaces as tidy as possible. Staff will assist as required.

Facilities & Amenities FAQs

15. **Do you have locker rooms and showers?** Yes, we offer clean locker rooms and showers for pool users. Lockers are available for day use only, but you must bring your own lock.
16. **Are there accessible facilities for individuals with disabilities?** The regular washrooms are wide enough for wheelchair/mobility device use. Guide dogs are permitted. We also have a single family change room open to anyone wishing to use this private space.
17. **Do you have a snack bar or café?** ALE provides a pool side menu. No outside food or alcoholic beverages are permitted. Small children's snacks (crackers and water) are permitted.
18. **Is parking available?** We have a designated parking area for all visitors to Amberwood.

Pool Events & Booking FAQs

19. **Can I rent the pool for a private event?**
 - Yes, our pool is available for private rentals, including birthday parties and corporate events. The price starts at \$1000/hour, and bookings must be made directly with the GM.
20. **Do you offer group discounts?**
 - No group discounts are offered.