

2026 Providence Hills Swimming Pool Rules

**The pool is for residents in good standing and their accompanied guests.
Each member 12-years-old and older must present a pool pass and sign-in to use the pool.**

Hours of Operation: The pool opens on Saturday, May 23 and closes on Sunday, September 13.

The hours of operation are below:

Modified Pool Hours due to Public School Year End	Pool Summer Hours	Modified Pool Hours due to Public School Year Start
<ul style="list-style-type: none">• May 23: 10:00-8:00• May 24: 11:00-7:00• May 25 (Memorial Day): 10:00-8:00• May 26-29: 4:00-7:00• May 30: 10:00-8:00pm• May 31: 11:00-7pm• June 1-5: 4:00-7pm	<ul style="list-style-type: none">• Monday-Saturday: 10:00-8:00• Sunday: 11:00-7:00	<ul style="list-style-type: none">• Aug. 24-28: 4:00-7:00• Aug. 29: 10:00-8:00• Aug 30: 11:00-7:00• Aug31-Sept. 4: 11:00-7:00• Sept. 5: 10:00-8:00• Sept 6: 11:00-7:00• Sep 7(Labor Day) 10:00-8:00• Sept. 8-11: Closed• Sept. 12:10:00-8:00• Sept. 13 (Last Day of Season): 11:00-7:00

Sign-In: All Providence Hills residents, with their guests, must scan their Key Fob to enter the pool. If the residents do not have their Key Fob, no other residents may allow them in the pool. They will need to return to the pool when they have their Key Fob.

Children: Children aged 12 and up are permitted to swim without an accompanying parent on their own. Children **11** and under are NOT permitted to swim without an accompanying parent, guardian, or sibling (**16**-years-old or older). There must be **one** adult to supervise every **five** children under **12** years old. If the accompanying adult leaves the pool, the child must leave the pool as well. Lifeguards will redirect swimmers who they feel are not qualified to be in the deep end which is divided by the rope.

Wading Pool: The wading pool is for children **6** years old and younger. Lifeguards are not responsible for children in the wading pool. Children must be supervised by a person **16** years old or older.

Guests: A resident must be at least **16** to bring a guest to the pool. The maximum number of guests allowed per family is **5**. Guests cannot be left at the pool unaccompanied. A resident must be always present. Members are responsible for the behavior and any damage caused by their guests.

Safety: No one can be in the pool without a lifeguard present. When thunder or lightning is in the area, lifeguards will clear the pool area. Once thunder and lightning are clear for 30 minutes the pool will reopen.

Pool Flags:

- Red – the pool is closed.
- Yellow – the pool is open but not being used at that time due to safety conditions. A yellow flag indicates the pool may reopen later that day.
- Green - the pool is open for use.

Divng: Diving is permitted in the deep end of the pool designated by the roped area.

Safety Break: Safety breaks will be in the last 10 minutes of each hour. Anyone under **16** must be completely out of the pool during this time. This includes sitting on the edge of the pool with any part of the body in the water.

Behavior: Prohibited actions for BOTH adults and children: running, rowdy play, pushing, jumping on others, dunking, playing on the ropes, etc. No smoking, foul or abusive language. Music is allowed but should not interfere with others.

Health and Safety: If you are ill or have an infectious disease, please do not endanger the health of others by using the pool. Children in diapers must wear rubber pants or swim diapers, no disposable diapers.

Showers: All residents and their guests are requested to take showers to ensure cleanliness before they enter the pool for swimming.

Appropriate Pool Attire

For the comfort, safety, and enjoyment of all residents and guests, proper swim attire is required at all times while using the neighborhood pool. Clothing must be clean, modest, and designed for swimming. Street clothes, cut-offs, underwear, or excessively revealing attire are not permitted. Footwear should be appropriate for pool areas. Management reserves the right to address and restrict pool use for individuals not in compliance with this policy. Please remember the pool is meant to be a family environment so please act accordingly.

Basketball Goals: Temporary basketball goals have posed safety issues and are destroyed in a short period of time. The permanent goal is in place for residents to enjoy, however, improper use continues to cause damage and it will be removed next time damage is done to the goal.

Flotation Devices: Water wings, snorkel tubes, noodles and others are permitted unless it is very crowded. Lifeguards have final say over whether such devices or balls and other games are permissible.

Food and Beverages: Food and beverages are permitted with residents responsible for cleaning up and using trash and recycling bins. No glass or breakables in the pool area. Those wishing to consume alcohol must be **21** years old, as required by state law. Gum is not allowed in the pool area.

Pets: No pets area allowed inside the fenced pool area.

Service Animals at the Neighborhood Pool (ADA Compliance)

To ensure compliance with the Americans with Disabilities Act (ADA) while maintaining health and safety standards at the neighborhood pool, the following policy applies:

1. Service Animals Permitted

Service animals, as defined by the ADA, are permitted within the pool area when accompanying an individual with a disability. A service animal is a dog (or, in limited cases, a miniature horse) that is individually trained to perform specific tasks or work directly related to the person's disability.

2. Animals in the Water

Service animals are **not permitted in the pool water**. This restriction is based on public health regulations and applies equally to all animals, including service animals.

3. Permissible Areas

Service animals may accompany their handler in pool deck areas and other common areas where the public is normally allowed, provided the animal is:

- Under the control of the handler at all times (leash, harness, or voice control)
- Housebroken
- Not posing a direct threat to the health or safety of others

4. Emotional Support Animals

Emotional support animals, therapy animals, and pets **do not qualify as service animals under the ADA** and are not permitted within the pool or pool deck areas.

5. Verification

In accordance with ADA guidelines, staff or HOA representatives may only ask:

- Whether the animal is required because of a disability, and
- What work or task the animal has been trained to perform
- No documentation or certification will be required.

6. Handler Responsibility

The handler is fully responsible for the care, supervision, and behavior of the service animal, including immediate cleanup of any waste.

7. Removal of an Animal

A service animal may be asked to leave the pool area if it is out of control, not housebroken, or poses a direct

threat to others. In such cases, the individual with a disability will still be permitted to remain and use the pool facilities without the animal.

Bicycles: Bicycles, skateboards, scooters, rollerblades and the like cannot be used in the pool area or around the pool gates. Bike racks are provided.

Rule Enforcement: Lifeguards will enforce all rules. Non-compliance may result in expulsion. **Two** daily expulsions will result in a letter from the PHCA Board. **Three** expulsions will result in expulsion from the pool for the remainder of the season. Anyone caught entering or vandalizing pool property will have their pool privileges revoked, however a particular egregious event resulting in expulsion could lead to pool privileges being revoked.

Suspension of Pool Privileges: The Providence Hills Community Association (PHCA) and its agent, Carolina Pool Management manager and lifeguards, have the right to suspend or expel swimming pool users from use of the swimming pool amenities for failure to comply with the pool rules. Any suspension would be two (2) weeks pending a hearing with the Providence Hills Board of Directors.

Damages: Any property damage to the swimming pool amenities (incl. ping pong table, basketball goal or other services) due to negligence on behalf of members or their guests will be charged to the responsible members.

Pool Parties: A party is considered any event within the pool deck with more than 6 guests. Parties can be scheduled by submitting the completed "Schedule a Pool Party" form (see page 3) to Carolina Pool Management minimum 14 days in advance. Exclusive use of the pool and deck is not permitted. The need for additional lifeguards will be determined by pool management, and the extra cost will be charged to the residents. Music/DJ is allowed, but not later than 8 p.m. **1** adult is required for every **10** minors attending the party.

Disclaimer: All residents and guests use the pool at their own risk. The Providence Hills Community Association (PHCA) is not responsible for any injury, loss or damage of any kind sustained by any person while utilizing the Association's swimming pool amenities, including injury, loss or damage which might be caused by the negligence of the PHCA.

Pool Concerns: Please contact one of the Board or Pool Committee members (<https://www.providencehills.org/board-and-committee-members/>). Rules will also be saved on our website: <https://www.providencehills.org/amenities/pool/>.

ENJOY YOUR SUMMER!!!

Carolina Pool Management Procedure for Scheduling a Pool Party

- Please refer to your HOA Guidelines regarding parties. All members **MUST** adhere to these guidelines.
- Pool Parties must be scheduled a minimum of **14 days in advance**.
- NO pool parties will be scheduled during holiday weekends and July 4th.
- NO after-hour pool parties will be permitted.
- Complete the Carolina Pool Management Pool Party Request Form and email a scanned copy to denise.carlton@charlotte-pmg.com
- You will receive an email to confirm the date and time is available. Your party will be added to our lifeguard schedule as a “tentative” event.
- Mail a copy of the Request Form with a check to the Carolina Pool Management office **Carolina Pool Management PO BOX 7488, Charlotte NC 28241**.
- Payment must be received at least **10 days** prior for the party to be confirmed on the schedule.
- You will receive a confirmation email when payment is received in the office.
- **A pool party is not confirmed until you receive a phone call or email from the** Carolina Pool Management Office

Pool:	Providence Hills
Date of Party:	
Start Time & Finish Time:	
Sponsor Phone #:	
Sponsor Name:	
Sponsor Email:	
Sponsor Address:	
Number of People Attending Party (Incl. non-swimmers):	
Age Group Of People Attending Party:	
Will Alcohol (No Glass) Be Allowed?	Yes No

Party Guidelines

Anyone having a pool party must adhere to the following guidelines:

- NO pool parties will be scheduled during holiday weekends and July 4th.**
- NO after hours pool parties will be permitted.**
- Party cancellation or cancellation due to inclement weather: Parties canceled at least 24 hours ahead of time, please email denise.carlton@charlotte-pmg.com **If you are canceling due to inclement weather the day of the party, please alert the on-duty pool staff at least two hours prior to party start time.** Failure to follow the cancellation policy will result in a non-refund.
- The charge for each lifeguard is \$40.00 per hour.
- Party sponsor is responsible for helping clean up after the party. If additional clean-up time is required, the party sponsor is responsible for paying for the additional clean-up time.
- Children’s Parties (Age 12 and under): Party host will be provided a “**Pool Party Orientation**” sheet. Please review this sheet PRIOR to your party.

Staffing guidelines required for a pool party:

Number of People*	Number of Lifeguards
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1 to 25 people	1 lifeguard
26 to 50 people	2 lifeguards
51 to 100 people	3 lifeguards
101 + people	4 or more lifeguards

“Number of People” guideline is based on TOTAL PARTY ATTENDEES, NOT estimated swimmers.”

The total number of attendees **includes anybody who will be inside pool gates** as lifeguards are responsible for the safety of every patron, both in the water and on the pool deck.

In addition, parties involving **alcohol, teenagers or college-aged people** will require one additional lifeguard. For all events, the rate is \$40/hr. per guard.

Ex. You have 40 people attending the event from 6pm-8pm. You would need two guards for 2 hours. Each guard is \$40 per hour so your total for the event will be \$160 plus \$25 administration fee.

Special Circumstances Requiring Additional Staffing/ Costs:

- **Homeowners Associations that require a security guard** for parties that has alcohol are not required to have an additional lifeguard, but the party sponsor is required to hire the security guard through the Homeowners Association. **Please note: some Homeowners Associations do not allow alcohol.**
- For a party involving children, teenagers, or college-aged people, party sponsors must have **one adult chaperone for every 10 people.**

Steps to Determine Pool Party Cost:

Number of Party Hours	_____
Number of Lifeguards	_____
Number of hours multiplied by the number of guards	_____ X \$40 = _____
\$25.00 Administration fee (required for all parties)	+ 25.00
Total Due =	_____
Check Number (checks are to be made out to Carolina Pool Management):	_____
Date:	_____
Received by:	_____

Member Signature _____ Date _____

For insurance and liability reasons there can be NO exceptions to the above policies.

Approved by Club Representative: _____ Date: _____