**2024 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 25 and closes on Sunday, September 8. The hours of operation are:

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| Pool Opening to School Year End | Summer Break | School Year Start to Pool Closing |
| * May 25: 10:00-8:00 * May 26: 11:00-7:00 * May 27 (Memorial Day): 10:00-8:00 * May 28-31: 4:00-7:00 * June 1: 10:00-8:00 * June 2: 11:00-7:00 * June 3-7: 4:00-7:00 | * Sunday: 11:00-7:00 * Monday-Saturday: 10:00-8:00 | * Aug. 26-30: 4:00-7:00 * Aug. 31: 10:00-8:00 * Sept. 1: 11:00-7:00 * Sept. 2 (Labor Day): 10:00-8:00 * Sept. 3-6: Closed * Sept. 7: 10:00-8:00 * Sept. 8 (Last Day of Season): 11:00-7:00 |

**Children**: Children **11** and under are NOT permitted to swim without an accompanying parent, guardian or sibling (**16**-years-old or older).  Children ages 12 and up are permitted to swim without an accompanying parent on their own. Lifeguards will redirect swimmers who they feel are not qualified to be in the deep end which is divided by the rope. 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.

**Sign-In:** All Providence Hills residents – with their guests – must sign-in when they enter the pool, recording their name, pool tag number, and the names of any guests. Lifeguards will check pool tags. 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. Diving is only permitted at the deep end of the pool. When thunder or lightning is in the area, lifeguards will clear the pool area. Once thunder and lightning is clear for 30 minutes the pool will reopen.

**Diving:** Diving is permitted in the deep end of the pool designated by the roped area. The no diving sign attached to the fence will remain and others will be covered.   
  
**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.    
  
**Pool Flags:**

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

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

**Showers:** All members are requested to take showers before entering the pool.

**Attire:** Proper swim wear is required. No cut-off jeans allowed.

**Food and Beverages:** Food and beverages are permitted with residents responsible for clean-up and using trash and recycle 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.

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

**Safety Break:** Safety breaks will be the last 10 minutes of each hour. Anyone under **15** 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.

**Health 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.

**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.

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

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

**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 present at all times.  
  
**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 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 is charged to the resident. Music/DJ is allowed, but not later than 8 p.m. **1** adult is required for every **10** minors attending the party.

**Rule Enforcement**: Lifeguards will enforce all rules. Non-compliance may result in a one-day 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.

**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.

**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.

**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 members

**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

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| --- | --- |
| Pool: | Providence Hills |
| Date of Party: |  |
| Start Time & Finish Time: |  |
| Sponsor Phone #: |  |
| Sponsor Name: |  |
| Sponsor Email: |  |
| Sponsor Address: |  |
| # of Attendees (incl. Non-Swimmers): |  |
| Age Group Attending Party: |  |
| Age of Attendees: |  |
| 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 cancelation or cancelation due to inclement weather: Parties canceled at least 24 hours ahead of time, please email [denise.carlton@charlotte-pmg.com](mailto: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, 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.

