



The Lakes
SOUTH SHORE HARBOUR
Live here, play here, grow here, this is home.

Phased Pool Opening Date: June 23, 2020





Operating Hours: Tuesday – Sunday: 10:30 AM – 8:30 PM

We sure have missed you! Now it's time to have fun - safely.

The Association Board and Spectrum staff and community manager have been working diligently with Gulf Coast Aquatics (GCA), our pool servicer, on your behalf toward a safe reopening of our community pool. We want you to have a cool, fun time at the pool and feel safe when visiting, so we developed an extensive COVID-19 reopening plan – new processes and enhanced procedures throughout the pool area to help reduce the spread of germs. We're all in this together, and by working together, you can safely and confidently enjoy the experience our pool can deliver.

This letter provides you with essential information for what to do, what you'll see and experience when you arrive, and how to make the most of your visit – safely – while you're here.

What You Can Expect

			
<p>Scheduling Your Visit Before coming to the pool, all guests must schedule their visit in advance through our online reservations system.</p>	<p>Health Screenings Personal health screenings and temperature checks are strongly encouraged for all guests prior to arrival.</p>	<p>Masks Recommended Guests are encouraged to wear masks throughout the pool area. All associates will be required to wear masks while in the pool area.</p>	<p>Hand Washing and Sanitation Hand washing and sanitation reminders have been added throughout the pool area.</p>

Before You Leave Home

Staying safe means staying informed, and we want you to have essential information before you arrive.

The pool area will open with limited capacity in the pool so you can maintain proper social distancing from other guests. To ensure that happens, you must reserve your visit date and arrival time online in advance. Reservations cannot be secured on-site. Here are details about what to do, what to pack, and what you can expect.

1. RESERVE YOUR DATE AND ARRIVAL TIME ONLINE

RESERVATIONS REQUIRED! You are now able to reserve your visit online. [RESERVE NOW.](#)

- **Single Visit Admission Reservations** – Make your reservation. Single visit ticket reservations are online – [RESERVE NOW!](#)
Due to limited capacity, your preferred reservation day may not be available.
- You will select an available visit date and arrival time as part of the reservation.

- Reservations will be in two-hour increments.
- A limit of five (5) people per household will be allowed per reservation.
- Due to limited capacity, one reservation per day will be allowed.
- At the end of each reservation time, all guests will be asked to leave the pool area to allow our associates to clean for the next reservations.
- After you have made the reservation, you will receive a confirmation screen and shortly thereafter, an email confirmation. These will help you confirm that the reservation was processed.
- Please note, in order to be successfully admitted for pool entry, each person must have a single visit admission reservation, in addition to their reservation voucher.
- On-site reservations will not be available and must be secured in advance of your visit.

2. COMPLETE THE PRE-ENTRY PERSONAL HEALTH ASSESSMENT

- 24 hours before your arrival date, you and your guests are strongly encouraged to complete a personal health assessment and temperature check. Each person should be evaluated for any symptoms related to COVID-19 that are not caused by a known chronic health condition, such as fever of 100.4°F or higher, fatigue, shaking, chills, cough, headache, difficulty breathing, cold or flu-like symptoms, new loss of taste or smell, muscle pain, sore throat, etc.).
- If you do not complete the personal health assessment or if your group does not pass the health assessment, we ask that you reschedule your visit to a different date and time.

3. WHAT TO PACK BEFORE YOU ARRIVE

- Your Lakes of South Shore Harbour Pool Wristband(s).
- Your Reservations Confirmation Ticket(s).
- A face mask for each guest. *Masks are encouraged for all guests.*

When You Arrive

Our reopening plan calls for new arrival processes to prepare everyone for a safe and successful day at the pool. Here's what you will see and experience when you arrive at the pool area.

1. As soon as you **arrive on foot or exit your vehicle**, go ahead and put on your face mask and keep it on while you enter the pool area. Stay safe! Guests who arrive prior to their reservation time may be asked to wait at a distance to help control entry flow. We encourage guests to arrive at the time of their reservation and not prior to it.
2. At our pool area gate, an attendant will review your reservations voucher, and let the fun begin!

For everyone's safety, all associates working in the pool area must complete a health assessment and temperature check each day before reporting to work as well. We're all in this together!

When You're In the Pool Area

You're here at the hottest, most fun time of the year in Texas! To help you enjoy your day, here's what you'll see and experience inside the pool area.

HELPFUL REMINDERS

The coronavirus has created a new way of life for everyone, so you'll see lots of reminders throughout the pool area to:

- Wash your hands every 20 minutes. (We have washing stations and hand sanitizer in the restrooms)
- Avoid touching your face.
- Guests are encouraged to wear your face covering inside the pool area.
- Maintain 6' social distance from other pool guests and associates.



KEEPING YOU SAFE

The safety of our guests and associates has always been, and will always be our top priority. We appreciate you trusting us to make your stay both safe and comfortable.

- Associates are subject to daily temperature checks and health screenings.
- All guests are encouraged and associates are required to wear a mask wherever or whenever possible, especially when it's not as easy to maintain social distancing. Masks will not be required while in the pool.
- Lifeguards will be fully attentive to your safety in the water, so we have designated additional staff focused on procedures, cleaning, and inspections to ensure high-touch surfaces are being sanitized with increased frequency.

RESTROOMS

Everyone knows restrooms can be a source of germs, so we want you to know we are following strict guidelines to help you have a safe experience. We are:

- Sanitizing restrooms frequently with an onsite attendant.
- Deep cleaning restrooms at the end of each day.
- Monitoring traffic and limiting occupancy within restrooms to allow for social distancing.

Because we're all in this together, please make sure to wash your hands after using the restroom.

POOL AREA, BABY POOL, SLIDES, AND FURNITURE

To maintain social distancing and avoid the spread of germs, here's what you'll see and experience in our pool area:

- Some areas, like pool slides, are not conducive for social distancing and are closed for now.

- Deck furniture will be unavailable to accommodate sanitization and social distancing.
- If you would like to bring a chair, one chair will be permitted per guest. Chairs will not be provided.
- One group of five (5) people per household will be permitted in the baby pool at a time.

RE-ENTRY TO THE POOL AREA AND END OF YOUR RESERVATION

- You are welcome to leave the pool area and return the same day of your visit during your reservation time.
- Be sure to wear your wristband or have your reservation voucher upon returning.
- At the end of your reservation time, all guests will be asked to leave the pool area to allow our associates to clean for the next reservation.

SEE YOU SOON

We're doing everything we can to create a safe and healthy environment. We'll continue to monitor this phased reopening and adjust as Texas reopens. Remember, we're all in this together, and we need your help to ensure that everyone can safely have a fun experience at our pool.

We're ready to have fun again. And we hope you are, too. See you at the pool.

Your HOA Board and Community Manager

