

Madison Community Pool
FAQ's

GENERAL

1. When is the pool open?

The pool opens for the summer on Memorial Day weekend and operates weekends only (12:00 pm to 6:00 pm) through late June. Once the Madison District School year ends (usually the end of June), the Pool operates seven days a week. The Main Pool is available for lap swim from 6:00 am - 8:00 am (Monday through Friday) and for open swim from 12:00 am - 7:30 pm daily. The Baby Pool is open from 9:00 am - 7:30 pm daily. MCP closes for the summer on Labor Day. Please see our website for exact dates.

2. What rules am I expected to follow while at the pool?

- MCP expects all members, guests, and staff to abide by its Code of Conduct.
- As part of the membership registration process, we ask you to read and agree to abide by the Code of Conduct.

3. Will there be teen parties and night swims this year?

- MCP tries to host a variety of events each season, including teen parties, moonlight swims, and live music nights. Please check the Events page on our website for details.

4. Will lap lanes be available for swimming in the mornings?

- Yes, all members (including those with a Masters Swimmer membership only) have access to the lap lanes, which are available from 6am - 8am (Monday through Friday).

5. Can I swim laps in designated lap lanes at the pool?

- Yes, the pool is open for lap swim only from 6am-8am daily Monday-Friday. See question above regarding early morning lap swimming.
 - We will have lap lanes open during regular hours. We will try to have three lanes designated for adults only, while one may be used for families.
 - During swim team practices and home meets, there will be no lap swimming available.
 - We ask that all lap swimmers be considerate of others wishing to swim laps and share the lane.
6. Will the playground be open?
- Yes, the playground is open when the Wading/Baby Pool is open.
7. Will I be able to store my chairs or other pool gear at MCP?
- Yes, storage of chairs is available behind the loop slide. However, any other pool accessories and personal items cannot be stored at the pool.
8. Is there a Lost & Found?
- Yes, a lost and found is located by the office.
 - Any valuables found will be kept in the office. Please speak with a pool manager if you lost a valuable item.
9. If I have questions or concerns about MCP, who should I speak with?
- We welcome your feedback. You can speak with the Pool Manager or any member of the Board about your questions or concerns.
 - Please visit Our Team and the Contact Us page on our website to get in touch.

Membership

10. What types of Memberships do you offer?
- We currently have the following categories for membership
 - Family
 - Individual
 - Senior
 - Couple
 - Teen

■ Masters Swimmer

11. I am joining after the pool season started; will my membership fee be prorated?

- No, we do not prorate memberships.

12. My child is the only one in the family that uses the pool; can he/she join as an individual?

- Yes! We have a teen membership for ages 13-17. Anyone over 18 will need to join with an individual membership.

13. My family is one adult and one senior; do I have to pay the family rate?

- You may join as a couple.

14. Do you have a membership category for a single parent and one child?

- There is no special category for a single parent and one child. You would join under a Family membership. If this presents a financial burden, you may be eligible for financial aid. Please contact financial aid for more information.

15. My niece/nephew is visiting for the summer; can I add him/her to my family membership?

- Yes, although you'd need to pay an additional Caregiver membership fee. For shorter visits, you may be able to take advantage of the pre-purchased Guest Pass.

16. Do I need a Masters Swimmer membership to enjoy early morning lap swimming?

- No, anyone (over the age of 10 who has passed the Deep Water Test) with an active membership can take advantage of the early morning lap swim.
- We offer a Masters Swimmer membership for those of you who are only interested in swimming at the pool during the early morning swim hours (and not during regular operating hours). Documentation of a Masters Swim Certification must be provided to MCP.

17. Do you offer Financial Aid if I cannot afford a membership

- Yes, if you are unable to afford a membership, please reach out for information on obtaining a discounted membership rate.

Babysitter/Nanny:

18. I paid to add a babysitter/nanny to my family membership; can that babysitter sign in guests?

- If, as part of his/her duties, a babysitter 18 or older is asked by an adult family member to take playmates of the children he/she is supervising to the pool, he/she may sign in those playmates as guests. A babysitter is not permitted to go to the pool without the children he/she supervises.

19. My babysitter is not a member; can she bring my kids to the pool?

- If they are not already a member, they will need to be added to your family pass under the 'nanny/babysitter' option to accompany your children at the pool.

Pool Use:

20. I am a Madison resident without a membership; can I use the pool?

- Yes, although you will need to be a guest of an active member.
- All guests must be accompanied by a member who assumes responsibility for the guest's conduct.
- Guest passes for Madison residents are limited to weekdays only.

21. Can I buy a day pass for the pool?

- We do not offer day passes. However, you may use the pool for the day as the guest of a member, but if you are a Madison resident, you may only be a guest on a weekday.

22. Can a child swim in the Main Pool without an adult?

- A child who has passed the Deep Water Test may swim in any section of the Main Pool without an adult.
- Any child under 10, regardless of whether they have passed the Deep Water Test, must be accompanied by an adult (18 years or older) at the pool at all times.
- An adult must accompany non-swimmers (children that have not passed the Deep Water Test), depending on the depth of the pool:

- Non-swimmers may enter the 2-3 foot section of the pool without an adult.
 - Non-swimmers may only enter the 3-4 foot section of the pool with an adult at their side.
 - Parents/guardians are responsible for the conduct of their children/guests at all times.
23. Can my 10 year old go to the pool without an adult?
- Yes, children 10 years old and older, who have passed the Deep Water Test and have a permission slip on file signed by a guardian, may enjoy MCP without adult supervision. Contact the pool manager or speak with someone at the front desk to complete a permission slip.
24. Can I swim during home swim team meets?
- The pool is open but swimming space is limited during home swim meets. The dive tank and lap lanes will be closed for the remainder of the meet. A portion of the 4 foot and 3 foot section of the Main Pool and the Wading Pool are available for use.

Membership Proof - Fobs, Pictures and Digital Pass:

25. Must I show proof of membership upon arrival?
- Yes, every member must stop at the front desk and scan their fob or digital pass.
 - All guests of members must show their guest pass.
26. Why do I have a fob/pool tag?
- A fob (pool tag) is issued to every member and it serves many purposes. Your fob certifies that you belong to the pool for the current year and it serves as identification in the event of an emergency.
 - Each fob has a unique identifier to the member. Each member must scan their fob at the front desk before entering the pool area. This includes all family members.
 - As part of the membership registration process, we ask each member to upload a headshot of themselves to Community Pass. This allows front desk staff to check the identity of the person scanning in at entry.
 - Fobs do not need to be worn at all times.
27. Will I receive my pool fobs in the mail?

- No, we do not mail the fobs/pool tags to you to avoid the expense of doing so.
- Fobs can be picked up at the Front Desk at any time.
- You must show proof of identification when you pick up your fob(s).

28. What happens if I forget my fob?

- If you forget your fob, please see a staff member at the front desk, who will ask to see a valid ID to verify your membership and can check you in manually.

29. What happens if I lose my fob?

- A replacement fob will be provided for you free of charge at the front desk.

30. Can friends borrow my fob?

- No, allowing others to borrow your fob is not allowed. You may be subject to a temporary or permanent suspension for doing so.
- The MCP relies upon membership fees to operate and maintain the pool. If users are not paying the appropriate fee, the pool may be unable to operate.

Guests:

31. I am a Madison resident but do not have a membership to MCP; can I come as a guest?

- Madison residents are welcome as guests from Monday through Friday.
- All guests, regardless of residency, must be accompanied by a member who assumes responsibility for their conduct.
- All guests must have a daily Guest Pass, which can be purchased at the front desk for \$20.
- Daily guest fees include the use of the pool during our normal hours of operations. This excludes Preteen Parties, Moonlight Swims and/or Movie Nights.

32. I have an individual membership; can I bring a family member as a guest?

- Yes, as a member of the pool you may bring a guest of your choosing.

33. Can members under 18 bring guests?

- As a general rule, you must be 18 to bring a guest. However, permission for teenagers to bring guests to the pool while they are not accompanied by adults may be granted contingent upon whether an adult is aware that

there is a guest and that adult is willing to take responsibility for the conduct of the Guest.

- The [Guest Information Form](#) and the [Youth Guest Permission Form](#) can be completed prior to your arrival at the pool.
- If the member has a Family Membership and both the member and the guest are at least 13 years old, then that member may sign in as a guest as long as permission is granted from the parent of the member.

34. The guest I had at the pool all day wants to stay for the Moonlight Swim or Teen Party; do I have to pay another guest fee?

- Yes, after hours events are a membership perk; therefore, we ask that any non-members pay a separate \$20 guest pass fee to attend these events.

Lessons:

35. Do you have to be a member of the pool to sign up for group or private lessons?

- Group swim lessons are for members only and are given in the morning before the pool opens.
- Private lessons are available through arrangement with individual instructors and are available during regular pool hours. Guests may sign up for private lessons. A list of instructors is posted on the bulletin board.

36. My child can only attend half of the lessons; can I pay half the price?

- Lessons are not prorated.

37. Can my child attend one or two weeks of one session and one or two weeks of another session and pay for a single season?

- Children signed up for lessons would be taking a full slot for both sessions and class sizes are limited. In addition, swim classes are taught from lesson plans that progress throughout the session.

38. How old does my child have to be to take Swim Lessons?

- All Group Lessons require that your swimmer be at least 6 years old. However, there is no age requirement for Private Lessons. Private Lessons are taught by a WSI certified Swim Instructor. Please note, if your swimmer is not potty-trained, Swim Lessons must take place in the Wading Pool.

Swim Team:

39. Do you have to be a member of the pool to join the Swim Team?

- Yes, Swim Team is for members only. Swimmers that are 13 years of age or older may join as a Teen Membership. Swimmers younger than 13 must be part of a family membership.

40. My child hasn't passed the Deep Water Test, can he/she join the Swim Team?

- All Swim Team members must first pass the Deep Water Test before joining the Swim Team.

Deep Water Test:

41. Who must take the Deep Water Test?

- Any child under the age of 14 must take and pass the Deep Water Test to enter the 3-4' section of the pool or use the slides or diving board in the deep end/dive tank.
- The test is offered three times a day at 1:00, 3:00 and 5:00 throughout the week.
- If they pass all sections of our test at one time they will be issued a blue wristband. For safety reasons, this band should never be shared.
- This safety measure tells our staff, lifeguards and management that they have fulfilled the requirements to pass our test and may swim in the 3-4' section and deep end/dive tank.
- Any guest who has yet to pass the Deep Water Test will be issued a red wristband until they have passed all sections of the test. Do not remove this wristband while still within the pool grounds.

42. My child passed the Deep Water Test last year; why did he/she not get a blue wristband?

- If your child passed the Deep Water Test in the last two weeks of the previous season, they must take the Deep Water Test again. For safety reasons, we need to ensure that your child has retained the ability to swim well enough to be permitted in water over their head.

Additional Questions and/or comments? Please reach out to us directly at:

membership@madisonpool.org

