



Fall Creek Pools

Frequently Asked Questions

1. What do I need to be able to use the pools?
 - Every Fall Creek resident over the age of 12 who desires to use the pool must have a Fall Creek Amenity Photo ID Badge. Please see www.fallcreeklife.com/id-badges/ for instructions on how to obtain an ID Badge.
2. Can I check to see if my Amenity Photo ID Badge is working prior to the season?
 - The Fall Creek tennis courts and adjacent restrooms are currently accessed via the Amenity Photo ID Badge system. Attempting to access those amenities will provide residents an opportunity to verify badge functionality.
3. Does Aquatic Advisors offer swimming lessons?
 - Yes. Please visit the website at www.aquaticadvisors.net to sign up.
4. Can I take swim lessons from a private swim instructor at the Fall Creek pools?
 - Yes, only at Pool 2, Monday through Friday, from 12:00 PM to 4:00 PM. However, before beginning swim lessons, the private swim instructor must execute the HOA's Facilities Use Agreement, provide the HOA proof of insurance as required by the HOA, and obtain the HOA's prior written approval. Note that the HOA has partnered with Aquatic Advisors to provide quality swim lessons, which are also conducted only at Pool 2, Monday through Friday between 8:00 AM to 12:00 PM and 4:00 PM to 8:00 PM. If you have a concern regarding the quality of the lessons, please contact the HOA.
5. What hours are the pools open?
 - See the pool schedule at www.fallcreeklife.com/document-library/ or www.fallcreeklife.com/portfolio/pools/.
6. How do I find out if the pool is closed due to weather, and when it is scheduled to re-open?
 - A banner will be displayed on www.fallcreeklife.com, which will be updated by the Pool Manager as conditions change.
 - The pool is closed due to weather when a pool services company staff member hears thunder and/or sees lightning from inside the pool fence. The pool will reopen no more than 30 minutes after the last thunder or lightning occurrence. If the skies are clear immediately after the thunder is heard (blue skies overhead with a storm nearby), the pool will reopen 15 minutes after the last



occurrence. These precautions are taken in accordance with the American Red Cross lifeguard training procedures and follow guidelines set forth by the National Lightning Safety Institute. A sign will also be posted at the facility when it is closed due to weather.

7. What happens when there are known bodily fluids incident in the pool?
 - The pool services company follows all Texas Department of State Health Services and Center for Disease Control and Prevention (CDC) guidelines for handling, controlling, and containing bodily fluids. Depending on the amount of fluids, level of exposure, and type of fluids involved, the pool may be closed for 30 minutes to 24 hours. In these situations, the required closure time will end after the contamination is safely removed from the water.
 - The most common occurrence of bodily fluids entering the pool is a swimmer experiencing a minor “spit up” event or a brief nose bleed. In these cases, the chemicals already in the water will safely handle any reasonable exposure risks. However, if chemical levels are in question, the pool will be cleared.
 - For more significant events, the pool may be closed for 30 to 120 minutes while chemical adjustments are made and clean-up is completed. The length of time depends on the chlorine residual in the water at the time of the incident.
 - In rare cases, an incident may cause the pool to be closed for the remainder of the day and possibly some portion of the following day. It may take more than 13 hours to safely treat the pool (and ensure pool safety) after a chlorine-resistant bacterial contamination.
 - Many events may be caused by the failure of certain swimmers to use disposable and/or permanent swim diapers. Fecal contamination will result in an immediate pool closure. Residents can help prevent this cost and inconvenience by using swim diapers when appropriate.
 - A banner will be displayed on www.fallcreeklife.com, and a sign will be posted on the pool gates, regarding the anticipated duration of any pool closure.
8. Who should I contact regarding issues with the pool conditions, lifeguards, etc.?
 - All pool issues should be reported to Aquatic Advisors (www.aquaticadvisors.net/ contact or 713-609-9489). For additional assistance, issues should be reported to Spectrum, via the email address or phone number listed on fallcreeklife.com, with a copy to the pool committee (pool@fallcreeklife.com).
9. How many guests can I bring to the pool?
 - Each resident address is allowed to bring in up to five (5) guests at no charge, and up to five (5) additional guests using guest passes.



- Residents must purchase a guest pass for each additional guest (i.e., the 6th guest to the 10th guest). Guest passes are \$4.00 each and can be ordered online and picked up at the Clubhouse at Fall Creek. Each guest pass can be used by a single person for a single day. Note that cash will not be accepted for guest passes. Guest passes **will not** be made available for purchase at the pool itself.
- If a resident intends to patron the pool in a group of eleven (11) or more people (inclusive of residents and non-resident guests), the resident must schedule and pay for a pool party through the pool services company.
- Residents cannot circumvent the guest-pass or pool-party rules by colluding to each bring 5 (or less) guests for a single gathering at a pool.

10. How do I buy pool guest passes?

- Guest passes can be ordered online for \$4.00 each via the Spectrum website at <https://www.spectrumam.com/guest-pool-cards/>
- Once payment is made, a receipt will be emailed with instructions regarding pickup at the Clubhouse at Fall Creek.
- Guest passes **will not** be available for purchase or pick up at the pool.

11. Can I have a party at the pool?

- Yes. See Section 5 of the Fall Creek Pool Policies to learn more about pool party guidelines.

12. Rather than schedule a pool party with Aquatic Advisors, why can't multiple Fall Creek residents just each bring in 5 guests?

- Lifeguards are placed at the pool in accordance with the anticipated number of individuals in attendance. Large groups of people require additional lifeguards to be scheduled to maintain safe conditions.

13. Why is it considered a party when 11 or more Fall Creek residents attend the pool together?

- Lifeguards are placed at the pool in accordance with the anticipated number of individuals in attendance. Unanticipated large groups of people require additional lifeguards to be scheduled to maintain safe conditions. This requires advance notice and generates additional costs.

14. Why does Pool 1 close during swim meets?

- The swim team is viewed as a function that adds value to the neighborhood with an average of several hundred Fall Creek resident youth participating each year. Pool 1 is used for these events for only a portion of 3 days per season, during



which time Pool 2 is open for use so that residents may still enjoy their neighborhood amenities.