

Pool Reservation System FAQ

Dear MBCC members,

We are excited to announce that our pool will be opening on Friday, May 29th at 12 pm! As you might imagine, this is no small feat given the myriad of federal, state, and local operating guidelines that have been released as a result of COVID-19, but our dedicated team has been working hard to ensure everyone can have a safe and relaxing time at the pool this summer. maximize member usage and comply with recommendations for pool use. We know your families look forward to using the pool, and we are so excited to see you! Our staff is hard at work readying the pool and training on a new reservation system, check in procedures, and cleaning.

We are excited to share that we will be able to run some programming at the pool, including swim team and water aerobics. Swim lessons and water ballet are postponed and we hope to start them midsummer. We hope to offer mini-classes for kids and adults such as "Learn how to lap swim," "mini-lifeguard training" and others in August. Please see related news about how youth programming will work this year at MBCC!

How do I sign up for the reservation system, Omnify?

You should have received an email to the account associated with MBCC about setting up an account. To set up the account, click the link in your email. This will allow you to create the account. Only one email and account per family, please. This means that you will need to share the password with your spouse. Both you and your spouse will use the same account.

I didn't get an email from Omnify, or I want it to go to a different email. What should I do?

The link may have gone to your spouse -- please check with them. Please email the pool staff at mbccpool@gmail.com if you can't find it. We will send you a new link within 24 hours. If you need a link sent right away, call 608-249-1487 during open swim hours.

Can I have detailed instructions for setting up my account on Omnify?

1. Click the link sent to you in your email; the link will take you the Omnify website --you MUST sign up for account via the link. DO NOT put the website in your search bar.
2. Select the date you wish to book a reservation, and select the time block.
3. This will prompt you to enter your name, phone number and password. Click "add new" to add all your family members. Add a nanny if your children may come with a babysitter (enter "nanny" as the name).
4. Confirm the booking. Your account is set up. Now choose "go to my profile" if you want to see the booking.
5. Remember, **you can only see time blocks a week in advance**. You can only have one reservation, per family member, per 24 hours.
6. To go back and make a reservation in the future, please return to mbcc.getomnify.com

If you have questions about your reservation, please contact mbccpool@gmail.com

The MBCC business office is not able to address questions about pool use or pool reservations, so please contact pool staff directly via email.

Do I have to use the reservation system?

Yes. Every member must have an active profile on Omnify, with an uploaded photo as well. You must have an account to make reservations. You may also try to enter the pool during a block as a "walk in," but upon entry, you will still need to check in and book a reservation at the guard office. The manager on duty can do this for you on the computer.

Is there an app for Omnify?

There is not a mobile app for users. However, once you are registered, you can simply type mbcc.getomnify.com into your browser, and the site will appear. It's very easy to use on a smart phone or computer.

What do I need to know before using the pool?

First and foremost, the CDC has advised that "There is no evidence that COVID-19 can spread to people through the water used in pools, hot tubs, or water playgrounds. Proper operation and disinfection of pools, hot tubs, and water playgrounds should kill the virus that causes COVID-19. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools, hot tubs or spas, and water playgrounds should inactivate the virus that causes COVID-19." Our pool is carefully maintained by our pool staff and we can assure you that it has adequate levels of chlorine at all times.

Will there be capacity limits?

Yes, there will be an initial capacity of limit of 80, which is 25% of our state-appointed pool enclosure capacity. A reservation system will be used, so members will reserve pool slots ahead of time, in 3-hour blocks.

Has the staff been adequately trained in hygiene and sanitation?

Yes, absolutely. Our pool staff has had extensive training on cleaning, hygiene and sanitation. They will practice social distance with the members, and with each other, whenever possible. A pool manager or assistant manager will be on duty at all times.

Will I be able to practice social distance at the pool?

Yes, all patrons will have the opportunity to practice social distance on the pool deck. There is the ability to be seated as a family, or in a group of 10 non-related members or less. The state guidelines give us clear direction that either is an option. We will reserve some spaces on the deck for those who wish to remain distanced from non-family patrons, and some spaces on the deck for those who are comfortable sitting with a group of 10 or less. Please remember the lifeguards will not enforce social distance in the water. If you or your family member would like to remain socially distant from other patrons in the water, please ask the lifeguards if you can have use of a swim lane. This is subject to availability and is limited to 30 minutes or less.

Do I have to come on time to my reservation?

No, you may come at any time and staggered arrivals are encouraged to avoid a line forming at the gate. If you have not arrived within 30 minutes of the block, we will cancel your reservation.

Could I use the pool more than one block per day?

This may be possible on low-use days. For example, if you have a reservation from 12-245, you must exit the pool promptly at 245. If, when the next block starts at 3 pm, there are open spots in that block, you may walk in and make a new reservation when the block opens.

Can I book a reservation for family members who want to use the pool at different times?

Yes. When you book the reservation, select only the family members that will come. If you wish to come at a different time, make a separate reservation for yourself.

Can I reserve a specific pod on the deck, or request sun or shade when I make a reservation? Since we are using a reservation system, does this always mean there will be an open chair?

Seating is first come, first serve. You may not have your choice of sun or shade on busier days. Chairs will still be limited, and if none are available on the deck you can choose to store belongings in a bin. You can also sit on the upper terrace.

Can children > 9 years still use the pool without an adult?

This is permitted, but we ask that you accompany your child to the pool their first few visits so they can get the hang of the check in process and change in seating options. Children will be seated in group seating or can store their belongings in a bin. They cannot use seating in a pod unless they are accompanied by an adult.

What about lap swim? Do I need to make a reservation for that?

No. If you want to attend lap swim, please simply show up. Remember, space may be limited. We did not put lap swim on a reservation system because it would limit swimmers from being able to have an open swim and a lap swim booked at the same time.

What about water aerobics? Do I need to make a reservation to attend class?

No. If you are a water aerobics participant, please come to the pool at time of class start, and we will sign you in. You will still need an Omnify account to be signed in. Class size will be limited to 10.

I want to bring my child's friend to the pool with me. Can I book the friend under my account?

No. The friend should make a reservation under their own account. Please ask the parent of that child to make their reservation.

What should I do if I have a nanny that will bring my kids to the pool?

Add your nanny as a family member on your account. Call the family member "nanny" and book him/her into reservations as you need.

How do I order food/drinks and where can I eat?

We prefer you order food and drinks on the Red Card Meal Plan App (available beginning the first week of June). You can pick up your items at the Snack Bar window, and eat at your pool chair or take it to the golf patio or upper terrace. You do not need to “check out” of the pool to do so, unless you do not intend to come back and swim.

Are we still having club towels available at the pool?

We are not having towel service this summer. You will need to bring your own.

I forgot goggles/lifejacket/toys. Can we borrow some from the pool?

We will not lend equipment or toys this summer. Please bring your own.

WHAT YOU NEED TO KNOW BEFORE HEADING TO THE POOL

BEFORE you arrive:

- To keep everyone safe and healthy the #1 rule is that if you are feeling unwell, stay away from MBCC and see a doctor.
- Pursuant to Forward Dane guidelines, pool capacity will be limited to 80 patrons (25%).
- Club members must make a reservation on Omnify.
- Use of the pool will be organized into swimming blocks which are 2 hours and 45 minutes in duration. Pool deck and bathrooms will be sanitized between blocks:
 - 9am- 11:45am on Saturday and Sundays
 - 12:00pm-2:45pm
 - 3:00pm-5:45pm
 - 6:00pm-close
- Member reservations will be limited to the number of members in their household on file with MBCC office. No guests are permitted at this time, except for babysitters for children.
- Each household member will only be allowed to sign up for one block at a time, and not more than 1 week in advance.
- No shows may result in revoked reservation privileges.
- Walk-ins will be allowed if less than 80 patrons sign up.
- Members could potentially utilize more than one block per day, if there is space, but can only reserve one block per 24 hours.

WHEN you arrive at the pool:

- Check in with lifeguard is required.
- If there is a line, please observe social distancing (6 feet) in accordance with guidance provided.

INSIDE the pool area:

- Patrons will have the opportunity sit as a family (or self) in a pod OR in a group of 10 or less. Seating is first-come first serve, and a pod may not always be available.
- Lifeguards are prohibited from and will not be tasked with enforcing social distance in the water.
- Showers will not be accessible. You will need to shower at home.
- Patrons should avoid moving chairs as groupings of chairs are set to maximize seating.
- Mask use on the pool deck is encouraged (not required) however swimmers cannot wear masks in the pool.
- Ordering from the Snack Bar is done via the Red Card Meal Plan app, preferably

LEAVING the pool:

At the end of your reserved swim block, all patrons must leave the pool and check out with the lifeguard upon exiting the premises.

More than ever, patrons need to pick up their own trash and put their used towels in the towel bin. Failure to do so puts employees and other patrons at unnecessary risk.

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