



RESERVATION, WAIT LIST and CANCELLATION POLICY FOR AQUATICS PROGRAMS
YMCA of Metropolitan Washington facilities in Montgomery County, MD
Starting Effective Monday, August 17th

RESERVATION POLICY

- ***Reservations may be made starting 7 days in advance and up to one hour before a swim activity time begins.***
- The Y will use a rolling 7-day time period to track member reservations within the policy limits stated below. The 7-day period effectively starts on Monday and ends on Sunday, and then as each day passes, the 7-day time period rolls forward one day.
- ***Each individual on a membership that has passed the deep-water safety test can make up to a total of 3 swim time reservations in a rolling 7-day time period. Each swim time reservation can be used for lap swimming or family swim time.***
 - To illustrate how this works with a rolling 7-day time period:
 - It is Sunday and a member has reservations to swim on Monday (tomorrow), Wednesday and Saturday this week.
 - After the member swims on Monday this week, the member can make a reservation to swim next week on Sunday.
 - After the member swims on Wednesday this week, the member decides that they want to swim next week on Wednesday again. On Thursday, the member makes a reservation to swim next week on Wednesday again.
 - ***For a senior couple and family memberships*** (with or without children) that have passed the deep-water safety swim test, ***the swim time reservation policy is specific to each adult and individual on the membership that has passed the deep-water safety test (non-transferable).*** These members can each reserve up to a total of 3 swim time opportunities during a rolling 7-day time period.
 - ***For your safety and the safety of others, water walking is encouraged to be done in the outdoor pools.***
 - ***Children in the family swim area must be supervised at all times by at least one parent/guardian that is in the water with them*** to help ensure the child(ren) remains within the dedicated family swim area and to maintain the social distance requirements.
- ***All adults on a membership can also make 3 aqua aerobics reservations in a rolling 7-day time period.***
- ***Members may participate in one swimming activity per day.***



WAIT LIST POLICY

The wait list for a swim activity time is managed through the [online reservation web page](#) with staff support at the Welcome Center. Members may call their branch for Welcome Center staff assistance in joining the wait list (Bethesda @ 301-530-3725 and Silver Spring at 301-585-2120) or simply sign-up for waitlist opportunities using the [online reservation web page](#). Y staff will monitor the wait list and overall reservation system to assist members with question and support the reservation and wait list policies.

Members can join the wait list for each activity (lap swimming (provided they have passed the deep-water swim test), family swim, and aqua aerobics) ***up to 3-times in a rolling 7-day time period.*** This rolling 7-day time period allows members, whether they have been able to secure an additional swim time or not, to add themselves to a future wait list opportunity once the wait list opportunities they have signed up for have passed. To illustrate:

- It is Sunday and a member has a reservation to swim on Monday (tomorrow) and Wednesday this week. The member is also on the wait list for a swim time on Thursday, Saturday and Sunday.
- After the member swims on Monday this week, the member makes a reservation to swim next week on Sunday.
- After the member swims on Wednesday this week, the member decides that they want to swim next week on Wednesday again. The member waits to Thursday to make a reservation to swim next week on Wednesday again.
- On Thursday, the member does not get awarded the opportunity to swim from the wait list for that day. After this wait list opportunity has passed, the member joins the wait list for a swim time activity on Tuesday the following week.
- On Friday, the member learns that they are awarded the wait list opportunity to swim on Saturday. After that swim time activity is complete on Saturday, the member is eligible to join the wait list once again anytime through Friday of the upcoming week.

CANCELLATIONS

The Y requests that members cancel any swimming activity that they have reserved ASAP, but no less than 4 hours in advance. It is understood that some swim time opportunities will be secured through the wait list and provide the member that wishes to cancel with less than 4-hours to notify the YMCA. In these instances where challenging circumstances prevent the member for using their swim time obtained through the wait list, the YMCA requests that the member notify the YMCA by calling the branch ASAP to cancel. Cancellations can be made using the [online reservation web page](#) (please see [the video tutorial](#)) or by calling the Welcome Center staff at the YMCA branch (Bethesda @ 301-530-3725 and Silver Spring at 301-585-2120).