

## INTRODUCTION

These rules, regulations, and procedures are established to protect the health and safety of all Collington residents and their guests.

### **Annual Hours of Pool Operation**

**POOL OPENS THE SATURDAY PRIOR TO MEMORIAL DAY  
POOL CLOSSES THE TUESDAY AFTER LABOR DAY  
Open Daily 10:00 am to 8:00 pm**

### **How to obtain your Pool Pass for the 2026 Season**

- Complete the Pool Pass Registration on [cellbadge.com/collingtonhoa](http://cellbadge.com/collingtonhoa)
- Allow 7-10 business days for processing.
- Residents must be in good standing with the HOA in order to be granted access to clubhouse and pool facility. If HOA dues are past due, pool access will be denied after a 15-day grace period and, if requested, a hearing is held by the Board of Directors.
- By completing the Pool Pass Registration process all members agree to abide by the Collington Pool Procedures, Rules and Regulations. Pool passes are available only to the owners of record, minor children and other full-time residents LIVING in the home and proof of residency is required. Failure to comply with procedures, rules and regulations will result in revocation of pool passes.
- All other persons including family members not living in the home will be considered GUESTS and will require a Guest Pass.

### **General Rules and Regulations**

- The only individuals who may use the Collington pool facilities are members of the HOA, Collington East (via annual fee paid in advance), leaseholders and their respective guests.
- For those leasing/renting the homeowner will need to provide a signed release form via e-mail to the Pool Committee ([pool@collingtonhoa.com](mailto:pool@collingtonhoa.com)) relinquishing their rights to the pool before membership may be granted.
- Foul or abusive language will not be tolerated at any time and may result in suspension of privileges.
- No smoking is allowed in the building or in the pool area.
- Pets are not allowed in the clubhouse or pool area.
- No wet bathing suits or bare feet are allowed in the clubhouse.
- Certified lifeguards and a pool manager employed by a professional pool management company will be on duty during all hours of pool operations. Lifeguards are responsible for maintaining a safe and healthy environment and have the authority to enforce all rules and regulations.
- Hours of operation will be posted for the season. No one shall use the pool at any time other than scheduled hours when lifeguards are on duty. Private parties must be approved by the Pool Committee and Clubhouse Management.
- Members and their guests are requested to exercise proper personal hygiene and must use the

restroom facilities in the clubhouse.

- All members and their guests are required to check in with the gate attendant upon entering the pool facilities. Failure to do so could result in expulsion from the pool.
- Snacks/Food may be brought from home; however, all trash must be placed in the trash containers provided. Do not leave trash outside of the receptacle. Residents not cleaning up after themselves shall be subject to the following:
  - 1<sup>st</sup> offense – Give Verbal Warning
  - 2<sup>nd</sup> offense – Expel offender from pool for the remainder of the day
  - Multiple offenses - Out of the pool for a week (the Pool Committee, HOA Board and parents of anyone under 18 must be notified)
  - Further violations could result in suspension of pool membership for the remainder of the season.
- **NO GLASS of any kind is permitted in the pool enclosure and may result in the suspension of pool privileges for the entire household for the entire season.** The Pool Manager (lead lifeguard posted on the board at the gate) has the authority to vacate all persons from the pool deck area if, at their discretion, the pool enclosure is in a condition to endanger the health and safety of the members. The pool will remain vacated until the condition is corrected. Broken glass in the pool will result in draining and cleaning the pool at significant expense to the offending homeowner (regardless of whether the offender is the homeowner, their family member or guest).
- **No diving facemasks with glass faces are allowed in the pool at any time.**
- **ACCIDENTS (including vomit and fecal incidents) must** be reported to a lifeguard immediately so that a report can be filed and the situation addressed.
- Persons using the pool do so at their own risk. The Association is not responsible for lost, stolen or damaged property of members or their guests.
- No personal music may be played at the pool.
- The Splash Park is not under the direct supervision of the lifeguards.
- The Association has the right to amend these rules and regulations without notice.

### **Beverage Policy**

- Alcohol will **not be served** at the pool facility with exceptions for pre-approved HOA events or contracted events by HOA members, which follow proper Virginia Alcoholic Beverage Control protocol.
- Due to our strict **NO GLASS** policy, no glass bottles or glass containers of any type are allowed in the pool facility.
- Outside beverages are allowed in the clubhouse and pool facility. Personal coolers are allowed in the clubhouse and pool facility.

### **Guest Policies**

- Guest may use the facilities only when accompanied by a registered Collington resident or leasing member.
- The resident must use a guest pass or pay the appropriate fee for their guest upon entering.
- Guests may only be allowed when attendance is below 75% of maximum capacity.
- No more than 5 guests per household may be admitted per day. Once the complimentary passes are used, residents must pay established guest fees. Guest passes will be tracked through

the Collington pool database at check-in.

- No guests are allowed on national holidays.
- Daily guest passes will be charged as follows: \$3.00 per person weekdays and weekends.
- Guest passes are non-refundable and will need to be purchased through PayPal or via credit card through PayPal on the CellBadge app. CASH WILL NOT BE ACCEPTED.
- Guest passes are also non-refundable for inclement weather.
- Each household is permitted to add **one** Nanny Pass to their account to bring their children or other person in the household that requires special care to the pool. The fee for this pass is \$75.00 per season. Check should be made out to *Collington HOA* and mailed to the address provided in the Pool Registration Announcement and the HOA website. The caregiver may only come to the pool in their role as a caregiver, accompanied by the pool member's resident(s) for which they are responsible. They may not attend the pool when not employed or acting in the capacity of a caregiver. If attending the pool with parents or other adults that do not require care, as well as children or the person requiring care, the caregiver will be considered a guest and **cannot** enter under their "Nanny Pass."
- Non-resident grandparents will be considered a Nanny if taking care of pool members child/children full-time and will need to pay the \$75.00 for a Nanny Pass or use a guest pass. Resident grandparents taking care of non-resident children will need to use guest passes for their guests.

### **Swimming Pool Rules**

- To ensure the safety of all members and guests, the following supervision requirements apply when using the swimming pool:
  - Children ages 12 and under must be accompanied and supervised by a parent, legal guardian, or responsible person aged 13 or older.
  - Children aged 13 to 17 may use the pool without supervision, provided they demonstrate appropriate behavior and compliance with pool rules. These children may bring one person per day without adult supervision. Additional guests may be permitted if appropriate supervision is provided.
  - The lifeguards or the HOA may require additional supervision or restrict access for any individual, regardless of age, if behavior or insufficient swimming ability or maturity poses a safety risk or violates pool rules.
- No cut-offs or shorts with buckles or rivets are allowed in the pool. All swimmers must wear proper and customary swimming attire. Lifeguards reserve the right to ask anyone wearing customary swimming attire to leave the facility. This includes but is not limited to swim trunks hanging below underwear.
- Any person not completely toilet trained or fully continent must wear an approved swim diaper that fits snugly around the waist and legs. **A swimsuit must be worn over the diaper.**
- Parent or guardian or those supervising others must watch their young children and other members of their party who are not strong swimmers or of sufficient maturity to independently use the pool in a safe manner closely whenever they are in or near the water regardless of their swimming ability. Anyone wearing "floaties", "water wings", using "noodles", etc. because they are not a strong swimmer must have a responsible person who is a strong swimmer with them in the water at arm's reach at all times.
- Blown-up pool floats (rings or mats) must be transparent. This requirement does not apply to chairs that float on them. Other floats will only be allowed in the pool at the lifeguard's discretion and with their express permission.
- No running or horseplay including riding on shoulders.
- Certain toys and play equipment, such as large floats, rafts, super soakers or scuba equipment will

not be allowed in the pool.

- No food or drink is allowed in the pool.
- No diving is permitted at any time.
- Balls used in the pool must be light and soft and may not be used in crowded areas or lap lanes. Lifeguards reserve the right to limit/restrict the use of balls for safety. Tennis balls, footballs, and baseballs are strictly prohibited.
- Pool and deck are cleared of all swimmers in the event of thunder or lightning, which will be imposed by the lifeguards at their discretion.
- A rest period will be called once every hour for 10 minutes. There are no exceptions to this rule regardless of the number of people actively using the pool.
- Any person entering the pool after closing time will be trespassing and subject to arrest and prosecution.
- Personal items may not be stored at the pool. They will be collected and disposed of weekly on Sundays when the pool closes.
- Deck furniture is first come/first served.
- The pool will not close for parties, e.g. birthday, private, etc., that are during normal pool hours. However, it will be closed for all Collington functions. Guests will not be permitted during such closures.
- Swim lanes are for lap-swimming only. A resident can ask a lifeguard to clear the swim lanes of those who are not using it for lap-swimming upon request.

### **Conduct**

- Conduct at the pool must be such as to furnish the greatest enjoyment for everyone. The head lifeguard/manager is given full authority to enforce all swimming pool regulations. The cooperation of all members is expected. Appropriate behavior is expected by all members and their guests.
- Any member or guest, whose actions, at the sole discretion of the lifeguard or any other staff member, are deemed disrespectful or inappropriate, will be asked to leave the pool for the remainder of the day. The lifeguard will file a report with the Pool Manager who will communicate the incident to the Pool Committee and the HOA Board.
- Foul or abusive language to employees or members will not be tolerated and will result in disciplinary action by the lifeguard on duty. Major violations such as drug use, fighting, or sexual misconduct will result in immediate dismissal from the pool area and the proper authorities will be notified. The lifeguard is authorized to immediately expel violators from the pool area.
- **ABSOLUTELY NO DIVING IN THE POOL OR FLIPS FROM THE SIDE ARE ALLOWED AT ANY TIME.**
- Running, pushing, dunking, sitting on shoulders and rough play (as judged by the Pool Manager or lifeguards), are prohibited inside the pool at any time.
- Approved life jackets may be worn in the pool. Only clear rafts shall be allowed in the pool. Dangerously large flotation devices are not allowed in the pool. Balls, toys, etc., will be allowed based on how crowded the pool is at the time. The head lifeguard/manager on duty will make the decision.
- Everyone must leave the pool in the event of an emergency (to include thunder and lightning storms). The signal for this is three (3) blasts from the lifeguard's whistle.
- The pool management staff has the authority to vacate all persons from the pool deck area if, at their discretion, the pool enclosure is in a condition to endanger the health and safety of the members. The pool will remain vacated until the condition is corrected.

Failure to comply with the instructions of any lifeguard/pool manager may, in addition to other penalties, result in the HOA Board imposing violation charges against the Collington property owner or resident. This includes, but is not limited to, entering the pool or pool facility when forbidden or failing to leave the pool or pool facility when instructed. Violation charges may be made in the amount of up to \$50 per occurrence. Property owners and residents are responsible for violations committed by their family members, tenants, and guests.

Any violation of these rules not being properly administered by the staff (whether intentionally or unintentionally) should be reported to the Pool Manager and the Pool Committee/HOA Board giving complete details or objections of the incident in writing. These objections may be mailed to Association Community Services, Inc. at 1904 Byrd Avenue Suite 100 Richmond, VA 23230. Pool Management and the HOA Board will investigate each incident and take such action, as they deem necessary. **THE PENALTY FOR VIOLATION OF ANY OF THE RULES LISTED WILL BE DETERMINED BY THE APPROPRIATE STAFF AND/OR BOARD MEMBERS. RULES ARE SUBJECT TO CHANGE DURING THE SUMMER. CHANGES SHALL BE POSTED AT THE POOL.**

### **Incident Discipline Reports**

- Lifeguards/pool managers have the authority to discipline patrons to ensure all safety standards and pool rules are enforced.
- Lifeguards/pool managers may suspend a patron from the pool for the remainder of the day on which the incident occurred.
- The procedure for discipline is as follows:
  - 1<sup>st</sup> offense - Give verbal warning (one per day)
  - 2<sup>nd</sup> offense - Sit offender out for 30 minutes
  - 3<sup>rd</sup> offense - Expel offender from pool for the remainder of the day
  - 4<sup>th</sup> offense (upon returning to pool) - Out of the pool for a week (the Advisory Board and parents of any offender who is under 18 must be notified.)
- Further violations could result in suspension of pool membership for the remainder of the season.
- All warnings will be documented with the exception of 1<sup>st</sup> Offense – Verbal warning. Major violations (3<sup>rd</sup> or 4<sup>th</sup> offenses) warrant immediate dismissal from the pool area.

### **Liability inside the Facility Fence**

The lifeguard staff is responsible for enforcing pool rules and safety standards and responding to all emergency situations inside of the pool area. All areas outside of the pool area including the splash pad, playgrounds, parking lots, etc. are not the primary responsibility of the pool management vendor. The staff is trained as First Responders and will respond to emergency situations inside of the facility when needed. Responding to these situations will require the pool to be cleared of swimmers until appropriate coverage can be provided.

### **Inclement Weather**

Throughout the summer months, we expect to experience inclement weather and may need to close the pool. The pool staff will close the pool at its discretion. Refund of Guest Passes or Guest Fees are not available for inclement weather. If weather is unsuitable for swimming, including heavy rains that prevent the visibility of the pool bottom, the pool staff reserves the right to close the pool and clear the deck for the remainder of the day, within 60 minutes of stated pool closing.

## **Storm Policy**

### **Heavy Rain**

If there is heavy rain, but no thunder/lightning patrons can swim until the lifeguard cannot see the bottom of the pool due to rain or the lifeguard clears the pool for thunder or lightning. This will be up to the discretion of the pool management company at all times.

### **Lightning & Thunder**

The pool staff shall, at the first sound of thunder or sign of lightning, clear patrons from swimming pool and deck area. Swimming pools are connected to underground piping, wiring, cables, deck grating, overhead metal building structures, fencing and lighting, which attract lightning; therefore, all patrons must exit the fenced pool area.

Patrons must stay out of the water and off the pool deck for (30) minutes after the last thunder clap or bolt of lightning. Lifeguards are to **ENFORCE** this policy consistently and without **EXCEPTION**.

### **Tornado**

When a Tornado Watch is issued by the National Weather Service for Chesterfield County, the pool will be closed until the watch and/or subsequent Tornado Warning expires. The pool staff will clear patrons from the swimming pool and deck area when the Watch is issued.

**SAFETY FIRST!**

## **Lifeguard Storm Protocols**

### **Before storm:**

If a storm is approaching: the pool staff will lay the lounge chair backs flat and place umbrellas in the pump room or bathrooms. They will put anything that could blow into the pool in the pump room or bathroom. (Example: plastic trash cans)

### **During storm:**

All pool staff is required to stay at the facility until otherwise instructed by a supervisor. Staff is encouraged to seek shelter in the bathrooms, guard room, or clubhouse if the storm is severe.

### **After storm:**

The morning after a severe storm, the staff may come in early if the pool needs extra cleaning from debris due to the storm.

## **Vomit and Fecal Incidents**

The pool staff follows a specific procedure for vomit and fecal incidents in the swimming pool.

### **In cases of solid fecal discharge or vomit:**

- The pool will be cleared of all swimmers.
- The fecal material will be removed using a net or scoop.
- The affected area of the pool will “shocked” with either liquid or granular chlorine.
- The swimming pool will remain closed for 60 minutes, in order for the chlorine to circulate throughout the pool and complete the disinfection process.

### **In cases of loose-stool (diarrhea):**

- The pool will be cleared of all swimmers.
- The fecal material will be removed as much as possible using a net or scoop.
- The entire pool will “shocked” with either liquid or granular chlorine.

- The swimming pool will remain closed for at least one complete turnover (period of time required to circulate a volume of water equal to pool capacity, a minimum of 12.75 hours), in order for the chlorine to circulate throughout the pool and complete the disinfection process.

### **Chemical Readings**

The pool water chemistry is checked each hour. These readings are posted on a “Chemical Reading Board” at the front gate or on the sign-in table as well as recorded in the blue book.

### **Lifeguard Training**

All lifeguards are trained in American Red Cross Lifeguard Training, First Aid, and CPR for the Professional Rescuer or equivalent. The pool vendor has on-going training throughout the season to increase the lifeguards’ awareness and skills.

### **Swim Team**

- **On nights of home meets, the pool will be closed early at 4:00 p.m. These dates are generally the last two weeks of June and the first two weeks of July. Please consult the HOA website or the CellBadge app for dates.**
- The swim team will be holding practices in the mornings and evenings. The pool will be open but some of the lap lane area will be unavailable for individual swimming.
- All resident and non-resident swim team members must exit the pool area after practice, but may re-enter the pool after registering with the lifeguards at the gate. Non-resident swim team members may re-enter as a guest of a resident. Both the resident and non-resident swim team members will be subject to the same guest and supervision requirements provided in the Swimming Pool Rules section of this document.