

# CARPENTER VILLAGE POOL HANDBOOK

**2017**

*General Pool Usage Information for Members  
Policies, Regulations, and Rules*

Official Website  
[www.carpentervillage.org](http://www.carpentervillage.org)

The Carpenter Village Association Board of Directors reserves the right at any time and for any reason to add, change, and/or cancel any policy, regulation, or rule as it deems necessary to maintain a safe and healthy pool environment.

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## **PREFACE**

The Carpenter Village Association (the HOA) Board of Directors has adopted the policies, regulations, and rules contained in this handbook to promote and maintain a safe and courteous pool environment for all members. Other general information as may be pertinent is also included in this handbook.

Violations of these policies, regulations, and rules shall subject Members to disciplinary action. The purpose of disciplinary action is to discourage repetition of misbehavior by the offender(s) and to ensure the enjoyment of the facility for all members.

The Pool Management Company and all personnel hired by the Pool Management Company, herein referred to as “Staff”, are required by contract to enforce all policies, regulations, and rules in this handbook. The Staff has the authority to resolve any and all situations affecting the safe operation of all facilities within the boundaries of the gated pool area. The Staff has the authority to eject violators from the facilities, and they have the authority to call the Cary Police to assist in the enforcement of these policies, regulations, and rules. If a member or guest disagrees with the Staff’s interpretation of a policy, regulation, or rule, the member or guest is required to follow the interpretation of the Staff until that interpretation is overturned by a member of the Pool Committee or Board of Directors. At the time of disagreement, appeals may be made to Pool Committee members on the posted contact list; and if no one on the contact list is immediately available, appeals may be addressed to the Pool Committee in writing. Appeals may also be made to the CV HOA Board of Directors; and their decision shall be final.

## **GENERAL INFORMATION**

1. The pool is for private use by Members and their Guests only.
2. Swimming is not allowed when a lifeguard is not on duty unless permission for Unguarded Swim has been officially granted to the swimmer by the CV HOA Board of Directors. Refer to the Policy on Trespassing.
3. No swimming is allowed by anyone when the pool is CLOSED to swimming. Refer to Policy on Trespassing.
4. All persons using the pool do so at their own risk; and no one should swim alone.
5. Members and Guests should be courteous and responsible.
6. Owner and management are not responsible for accidents or injuries.
7. Owner and management reserve the right to deny use of the pool to anyone at any time.
8. The maximum number of swimmers allowed in the pool is 340.
9. For first aid, ask any lifeguard for assistance. First aid is not available during unguarded access.
10. An emergency telephone is located in the breezeway.

## DEFINITIONS

- **Carpenter Village** shall herein be referred to as **CV**.
- **CV Homeowners Association** shall herein be referred to as **CV HOA**.
- **CV Pool:** The entire gated and fenced area surrounding the swimming pool within Commons Walk Circle, Cary, NC. The official address of the pool is 705 Carpenter Town Lane, Cary, NC 27519.
- **CV Pool Member:** An OWNER of property in Carpenter Village (including CV town homes), Madison Place, Magnolia Estates, the Estates at Olde Carpenter or the Meadows at Olde Carpenter, who lives in said property, with CV HOA dues considered in good standing. Anyone permanently residing with the property owner in said property is a Pool Member also. Owners are responsible for the actions of all Pool Members who reside in said property.
- **Rentals:** Either the Owner or the Renter of a property shall possess pool membership, not both. An owner of property that qualifies above for pool membership must transfer their privileges to use all CV amenities to their renter for the renter to be eligible for privileges at CV Pool and to be allowed to use the owner's Key Fob. This transfer must be in writing and on file at the CV HOA Management Company and with the Pool Committee. Transfer of amenity privileges by the owner of rental property does not transfer owner responsibility as stated above, particularly as to any actions of their renter that may result in damage to CV Pool. For an **Amenities Transfer** form, go to [www.carpentervillage.org](http://www.carpentervillage.org) under the Pool Information link.
- An **Adult** is defined as one who is 18 years of age or older.
- A **Guest** is defined as a non-member of CV Pool; anyone who is a visitor to CV Pool and who does not pay CV HOA dues affording them privileges to CV Pool.

## HOW TO GET A KEY FOB

### REGISTRATION REQUIREMENTS FOR CV POOL ACCESS KEY FOBs

Key fobs shall only be registered to a recorded Property Owner of a Qualified Residence. Qualified Residence is defined as only those actual addresses listed on the official CV HOA Registry of Owner/Residents for which CV HOA dues that include the use of CV Pool are paid.

An Owner may designate an Agent to sign on the Owner's behalf if the property is Rental. Agent is defined as being a contracted Property Manager of a Qualified Residence or someone otherwise designated in writing by the Property Owner to act on his/her behalf. The Agent must be predetermined, in writing, by the Property Owner in a letter written to Carpenter Village Association, and mailed to the CV HOA Management Company. An electronic copy of this letter must also be on file with the Pool Committee.

Two key fobs per each Qualified Residence listed on the official CV HOA Registry of Owner/Residents will be issued to the Property Owner or to his/her Agent at no charge.

A request may be submitted by the Property Owner to CV HOA for one additional key fob per Qualified Residence. An additional key fob will cost \$25. No Qualified Residence may have more than three key fobs total.

Key fobs will not be mailed and shall only be issued in person, to the Property Owner or to his/her Agent. Each Key Fob received shall require Owner or Agent signature.

To receive a Key Fob, contact the CV HOA Management Company. A legal photo ID such as a driver's license shall be required. Property ownership shall be verified against the official master list of CV HOA Registry of Owner/Residents and Wake County's Register of Deeds.

A **Key Fob Agreement** for each key fob must be signed by the Property Owner of the Qualified Residence to which the fob is registered or by his/her Agent as defined above. The Property Owner signing the release or signing the letter preauthorizing his/her Agent accepts all responsibility for the actions of anyone using the key fob.

Property Owners of Qualified Residences rented to others are responsible for maintaining ownership of their key fob(s).

Carpenter Village Pool key fobs are warranted for lifetime to the original Buyer (CV HOA) to be free from defects in material and workmanship. This Warranty does not apply if accident, abuse, misuse, misapplication, modification, or negligence has damaged the product. Key fobs that cease to work through no fault of the user may be returned to CV HOA for free replacement. Key fobs lost, stolen, or damaged may be replaced for \$25. If a replacement is needed, contact the Pool Committee Chairman.

## **CV POOL ACCESS POLICY**

To enter CV Pool, use your key fob to open the gate and then sign the log book. The key fob is important because it prevents unauthorized persons from entering the pool. The log book is important because it provides us with an accurate record of the number of people using the pool. Safeguard your key fob and do not allow unauthorized persons to use it or to enter with you.

## **ENTRY REFUSAL**

The Pool Management staff has the right to refuse entry into CV Pool if a Pool Member does not have a key fob.

## **POOL ACCESS AND KEY FOB ACTIVATION**

A CV HOA **Key Fob Agreement** must be signed by the current property owner of the address to which it is registered or by his/her officially designated Agent; and the form must be on file with the CV HOA Pool Committee for the key fob to be activated for the current season.

Homeowner's dues must be current and in good standing for pool access.

Key fobs only open the gate during the hours for which the key fob is activated and authorized for use.

Key fobs are activated on the first day of each pool season and de-activated when the pool closes on the last day of each pool season.

Individual key fobs may be activated for additional hours for special events or special reasons, as may be granted by the Board of Directors.

Individual key fobs are de-activated if a Pool Member's pool privileges are suspended and re-activated when the pool privileges are restored.

Use of CV Pool outside posted or authorized hours is deemed to be trespassing.

During pool hours, report any violation of policy to a lifeguard on duty, any Pool Committee Member, a CV HOA Board Member, or to the CV HOA Management Company. After hours, report any suspicious activity around CV Pool to the Town of Cary Police.

## **OWNERSHIP OF KEY FOB**

Do not throw your key fob away at the end of the season. It may be used for many years.

Do not puncture the key fob or store it with magnets; this will damage the fob and render it useless. Key fobs are not waterproof.

Loaning key fobs to individuals is considered unauthorized use of the key fob and pool facilities. The CV HOA Board of Directors reserves the right to enforce this policy with whatever means are necessary, up to and including permanent suspension of access to CV Pool.

Key fobs are transferable from owner to owner, and may be re-registered to a new owner. If you sell your home, please give the key fob(s) registered to your home to the new owner with an explanation for what it is, OR please return the fob(s) to the CV HOA Pool Committee.

### **LOST OR STOLEN KEY FOBS**

If a key fob is lost or stolen, report it immediately to the CV HOA Management Company and to the Pool Committee Chairman so it can be deactivated (turned off). A replacement key fob is available for \$25. Contact the Pool Committee Chairman for a replacement fob.

### **WHO MAY USE YOUR KEY FOB**

Key fobs are not to be shared with neighbors, friends, or guests – they may only be used by pool members permanently residing at the address to which the fob is registered.

When using the key fob to open the gate, do not allow anyone other than you and your guests to enter the pool.

Teenagers ages 13 to 17 may use their parent’s key fob to enter the pool if the requirements outlined in the **Ages 13-17 Pool Entrance Policy** are met. Refer to **Age-Specific Entrance Policies** for more information.

Children age 12 and under are not permitted to use the key fob to enter the pool alone at any time. They must be accompanied by a parent, legal guardian, or caregiver. Caregivers may use the key fob of the parent who employs them IF a **Minor Child Pool Waiver** is on file with the Pool Committee for use at CV Pool. (Refer to the **Policy for Minor Child Pool Waiver** for further information).

### **UNGUARDED POOL ACCESS AGREEMENT**

Resident adult (over the age of 18) pool members are eligible for “Unguarded Pool Access” to the Carpenter Village Pool in accordance with this Agreement. **Unguarded Pool Access means that no lifeguards will be on duty.** The Application for Unguarded Pool Access must be signed by each adult resident that seeks access to the pool during Unguarded Pool Access periods. Parents of minor children who may use the pool during Unguarded Pool Access hours must also sign this Agreement on behalf of their minor children.

All regular policies, regulations, and rules found on the CV website, [www.carpentervillage.org](http://www.carpentervillage.org), are in effect during all Unguarded Pool Access hours, as are the Added Restrictions and Rules for Unguarded Pool Access listed below. Failure to comply with these regulations and rules may cause the Member’s access to be revoked.

#### **Added Restrictions and Rules for Unguarded Pool Access:**

1. No lifeguard is on duty during unguarded pool access hours.
2. For their own safety, no one should swim alone.
3. Only resident adult pool members, age 18 or older, shall be granted authorization to use a key fob for pool access during Unguarded Pool Access hours.

4. Minor children of authorized adult pool members may utilize the pool during Unguarded Pool Access hours, but shall, at all times, be accompanied by a resident adult pool member (age 18 or older) who shall have sole responsibility for overseeing the minor.
5. Key fobs will be activated for the specific Unguarded Pool Access hours, with such hours being determined in the sole discretion of the CV HOA Board of Directors and is subject to change.
6. Resident adult pool members are responsible for informing their guests of all pool policies and regulations and for alerting guests that no lifeguard is on duty during Unguarded Pool Access hours. There shall be no more than two (2) guests per adult pool member during Unguarded Pool Access hours. No parties are permitted.
7. Carpenter Village Association Board of Directors reserves the right at any time for any reason to add, change and/or cancel any policy or rule relating to Unguarded Pool Access hours if deemed necessary to maintain a safe and healthy pool environment.

## **AGE-SPECIFIC ENTRANCE POLICIES**

### **ADULT ENTRANCE POLICY**

To gain entry into CV Pool, an adult Pool Member age 18 and over must use an active key fob to open the gate and then sign the log book. All persons accompanying the Pool Member with the key fob must be listed in the log book (for example: 3 members, 2 guests).

### **AGES 13-17 ENTRANCE POLICY**

A child age 13 to 17 may use their parent's key fob during normally guarded pool hours only if the parent has submitted a current **Parental Teen Consent** form, giving parental consent for the teen to use the pool without a parent or legal guardian present. A copy of this form must be kept at the pool. The registered owner of the key fob is responsible for all actions of the teenager and their guests. The current **Parental Teen Consent** form can be found on the website.

Each child age 13 to 17 must sign the TEEN LOG BOOK at each pool visit. Photo ID is required to ensure that every teenager that enters the pool has parental consent. A teen may show a valid driver's license each time he/she enters the pool, or a photo must be submitted with the **Parental Teen Consent** form. This photo will be kept at the pool. If no consent form is on file at the pool, the child may be denied use of the pool until the form is filed unless the child is accompanied by an adult.

It is considered a privilege for a child age 13 to 17 to come to the pool without an adult. This privilege may be revoked at any time for inappropriate behavior and shall be at the discretion of the pool management staff or a Pool Committee Member.

Teenagers age 13 to 17 may sign-in non-resident Guests. All Guests accompanying the teenager with the key fob must be listed in the TEEN LOG BOOK (example: 1 member, 1 guest). The number of guests is limited according to Guest Policy.

### **AGES 12 AND UNDER ENTRANCE POLICY**

To gain entry into CV Pool, all children ages 12 and under must be accompanied by a parent, legal guardian, or caregiver. Children 12 and under need no identification.

### **POLICY FOR MINOR CHILD POOL WAIVER**

- A Parent, Legal Guardian, or Caregiver is required to accompany and supervise any child, age 12 years or under, at all times while within the gated pool area.
- No one under the age of 16 shall be approved as a Caregiver.
- A Waiver must be submitted and approved by CV HOA to allow a Caregiver age 16-17 or any non-resident (non-Pool Member) Caregiver to accompany and supervise a minor child in the place of a Parent or Legal Guardian.
- The Waiver to register a Caregiver must be signed by a Parent or Legal Guardian of the child to be under the care of the Caregiver.
- The approved Waiver must be on file with the Pool Committee, to be used at CV Pool to allow entrance into CV Pool by the Caregiver with your children.
- Minor Child Waiver Process:
  - Complete the **Minor Child Waiver** form in full, sign, and return it to the Pool Committee Chairman. The form can be found at [www.carpentervillage.org](http://www.carpentervillage.org), or ask any lifeguard for a copy of the form.

Minor Child Waiver Approval may be revoked at any time and for any reason at the sole discretion of a member of the pool management company or a representative of CV HOA if established policies, regulations, and rules are not followed.

## **GUEST ENTRANCE POLICY**

Each address that qualifies for pool membership is allowed to bring up to five (5) Guests to the pool at one time at no charge. Refer to the **Policy for Parties and Special Events at the Pool** when bringing more than 5 guests per any address.

A Guest must be signed in as a Guest by a CV Pool Member, age 13 and older.

All actions of Guests are the responsibility of the registered owner of the key fob used for entry.

Guests must be accompanied by a Pool Member at all times unless an exception has been granted

## **GUEST SPECIAL EXCEPTION**

Pool Members who cannot stay with their Guests at all times while at the pool must apply in writing for a **Guest Special Exception** from the Pool Committee.

Guests not accompanied by a Pool Member shall only be permitted at CV Pool if an approved **Guest Special Exception** is in place.

**To obtain a Guest Special Exception, an adult Pool Member who is a registered key fob owner must submit the application in writing to the Pool Committee at least two days prior to needing the Exception.** A few examples for a special exception are out-of-town house guests, house sitters, and others who will temporarily reside at a residence that qualifies for pool membership. The application must include a reason for an exception, name and home address of each Guest, age of any Guest under the age of 18, and dates to be covered by the exception. It must also include the key fob owner's home address, phone numbers, and signature. A copy of the approved **Guest Special Exception** will be kept in the Entry Log Book at the pool. The **Guest Special Exception** form is available on the website.

Guests entering CV Pool by authority of a **Guest Special Exception** shall be required to show photo identification and sign in. Any Guest under the age of 18 without photo ID shall only be admitted with an adult unless an approved **Parental Teen Consent** form with photo is on file at the pool. A Guest under the age of 18 may be registered as other 13-17 year-olds with the **Parental Teen Consent** form provided a parent is also listed as a Guest on the same Exception. The **Parental Teen Consent** form shall become void at the end of the **Guest Special Exception**.

The Key Fob Owner securing the **Guest Special Exception** is responsible for the actions of the Guest(s) and shall be held accountable for any damage caused by their Guests.

## POOL RULES

1. All who enter the gated area shall obey these rules and their enforcement by the Pool Management Staff. Failure to promptly obey the directions of the Pool Management Staff, or other disrespectful conduct towards them, shall result in suspended use of the facilities as outlined under the Disciplinary Action Policy.
2. Swimming is only permitted when lifeguards are on duty, during regular hours of operation, or during specially arranged events and other exceptions granted by the CV HOA Board of Directors.
3. Absolutely NO fighting is allowed.
4. Absolutely NO GLASS is allowed in the pool, on the pool deck, or elsewhere in the facility.
5. No person under the influence of alcohol or drugs shall use the pool.
6. No smoking or other tobacco products are allowed inside the gated pool area.
7. No profanity or abusive language is allowed.
8. No food and/or drinks are allowed within ten (10) feet of the pool.
9. All deck furniture must be a minimum of eight (8) feet from the pool's edge.
10. No talking to lifeguards while they are on duty on the guard stands.
11. No diving is allowed.
12. No running is allowed.
13. No throwing anyone in the pool.
14. No wrestling, pushing, or otherwise boisterous play or other action deemed to be "rough play" or otherwise inappropriate or unsafe.
15. No minor child under the age of 13 may use the pool without adult supervision. See Minor Child Pool Waiver Policy for additional information.
16. Pool Member parents are responsible at all times for all actions of their minor children under the age of 18, their Guests, and their caregivers.
17. Only pool-specific toys are allowed in the pool area. Inflatable rafts are limited to one-person size. Hard, sharp, or pointed toys are not allowed. Regulation footballs, soccer balls, tennis balls or other hard balls are not allowed.
18. Flotation devices and toys must be removed from the water when swimmer exits the pool to avoid having stray items clog the skimmers, impede swimmers in the lap lanes, or obstruct lifeguard view of swimmers in the entire pool.
19. No sitting or hanging on the pool ropes or lane lines.
20. Do not cross under lane lines if a lane is being used for lap swimming. Exit the pool to cross to the other side of the lane.
21. No toys with wheels such as rollerblades, skateboards, or scooters allowed inside the fenced area.
22. No loud or offensive music. Any individual bringing a radio to the pool is expected to be considerate and courteous of those around them by keeping the volume low enough to not disturb others.
23. Property Owners are responsible for any damage caused by anyone who enters from their property address.

24. There shall be a ten-minute adult swim every hour, at ten minutes to the hour. All persons under the age of 18 are required to be completely out of the water during this time.

### **POOL RULES (HEALTH REGULATIONS)**

25. The recreational areas are to be kept hygienic and clean. Pool Members and Guests are responsible for cleaning up and disposing of their trash.
26. All swimmers must shower before entering the pool.
27. Proper attire is required in the pool. All persons must wear clothing designed to be “swim wear.”
28. Disposable diapers are not permitted in the pool.
29. SWIM DIAPERS with snug fitting elastic legs and waist must be worn by all children under the age of three while in the pool in order to prevent fecal contamination. Most disposable swim diapers do not fit tightly enough to contain solid waste. Reusable swim diapers or plastic pants may be used over disposable swim diapers to protect the pool. CV is charged a fee for additional chemicals for every fecal accident.
30. No person with skin, eye, ear, or nasal infections is allowed in the pool.
31. No one with any communicable disease is allowed in the pool.
32. No band-aids or bandages of any kind are allowed in the pool.
33. Expectorating or blowing of the nose in the pool is prohibited.
34. No animals or pets are allowed in the pool, on the pool deck, or elsewhere within the gated area of the facility, service animals excepted.
35. Grills are prohibited in the pool area. No cooking is allowed at the pool.
36. Only pool management staff and other authorized persons are permitted in the filter/pump room, the chemical room, and the guard storage room.
37. Diving blocks may be used only by active swim team participants during official swim team competitive events (aka swim meets) and during official swim team practice events held for the purpose of preparing for an official swim team competitive event. Blocks must remain covered at all other times.

## **DISCIPLINARY ACTION POLICY FOR VIOLATIONS**

**VIOLATIONS OF RULES 1-4** shall be subject to the following disciplinary action:

- 1<sup>st</sup> Offense: Loss of use of the pool facilities for the remainder of the day
- 2<sup>nd</sup> Offense: Loss of use of the pool facilities for a week
- 3<sup>rd</sup> Offense: Loss of use of the pool facilities for the remainder of the season

**VIOLATIONS OF ALL REMAINING RULES, REGULATIONS, AND POLICIES** shall be subject to the following disciplinary action:

- 1<sup>st</sup> Offense: Verbal Warning
- 2<sup>nd</sup> Offense: Loss of use of the pool facilities for the remainder of the day
- 3<sup>rd</sup> Offense: Loss of use of the pool facilities for a week
- 4<sup>th</sup> Offense: Loss of use of the pool facilities for remainder of season

### **DOCUMENTATION OF VIOLATIONS BY LIFEGUARDS**

Lifeguards must document in writing each violation that results in Loss of Use. If the cooperation of the offender is not received to complete the documentation, the disciplinary action will elevate one offense.

**FAILURE TO OBEY A LIFEGUARD OR POOL COMMITTEE MEMBER CAN RESULT IN THE SUMMONING OF THE CARY POLICE, AND POSSIBLY LEADING TO ARREST OF THE VIOLATOR.**

### **POLICY FOR SERIOUS ACCIDENT OR OTHER EMERGENCY**

In case of a serious accident or other emergency situation, the pool is to be evacuated promptly by all persons not directly involved.

The pool will close until the lead lifeguard re-opens it.

### **POLICY FOR INCLEMENT WEATHER**

In case of thunder and lightning, the pool and entire gated area is to be evacuated immediately. Only pool staff members may remain in the pool house.

Participants may re-enter the gated area when directed by pool staff; and not less than 30 minutes after the last heard thunderclap.

### **POLICY ON TRESPASSING**

Swimming in Carpenter Village Pool outside the hours of normal operation without specific Unguarded Swim permission or without a pre-arranged event as outlined in the “**Policy for Parties and Special Events**” is trespassing. Legal action shall be taken against the offender.

## **POLICY FOR PARTIES AND SPECIAL EVENTS AT THE POOL**

The Pool Management Company determines the number of lifeguards present based on expected pool usage. If one or more unexpected large groups arrive at the pool, enough lifeguards may not be present to safely guard the pool and to meet insurance requirements. **Therefore all organized events, even ones composed of only CV Pool Members, must be approved.**

- This Policy covers any organized event (party, swim team activity, or gathering) that includes a large number of people who would otherwise not attend the pool together. The Guest Entrance Policy offers guidance.
- Multiple residents may not sign in guests to avoid paying fees for an organized event.
- Any organized event held at the pool (a party or any other organized activity) must be scheduled through the CV HOA Association Management Company or the Pool Committee.
- All events must be scheduled a minimum of two (2) week in advance.
- Any event held outside normally guarded pool hours shall require Board approval. The Board shall determine the Event Fee on an individual basis for such events and the Pool Management Company shall determine the Lifeguard Fees for such events.
- Events are not allowed after dark due to a Wake County requirement for sufficient lighting to eliminate any and all shadows in the pool and on the deck.
- No private events shall be approved to be held on holidays.
- Events may only be scheduled by adult Pool Member Property Owners, with a registered key fob.
- Any individual event of more than 30 attendees shall require approval of the Board of Directors, and the Board shall determine the Event Fee on an individual basis for such events.
- No more than two events may be scheduled at any given time. Should two events be scheduled to run simultaneously or overlapping, the total number of attendees for the two events shall not exceed 40.
- Disposal of trash or other similar clean-up required after any event is the responsibility of the host, not the pool management staff or the Pool Committee.
- HOA-OWNED POOL FURNITURE:
  - No Event shall take more than four (4) HOA-owned tables, and the event host is encouraged to use fewer.
  - No Event shall take more than four (4) deck chairs per HOA-owned table used.
  - Any HOA-owned pool furniture moved for an event must be returned to its rightful location at the end of the event by the host. Neither the pool staff nor Pool Committee members are responsible for moving furniture

## HOST-OWNED FURNITURE AND SHADE:

- An event host may bring folding tables and chairs to be used at the pool for the duration of the event.
- An event host may bring one folding shade structure to the pool for the duration of the event. The host shall contact the Pool Committee prior to the event to receive approval on a pre-determined location for the shade structure.
- CHAPERONES:
  - One Adult Chaperone is required for each five (5) children under 13 in attendance.
  - One Adult Chaperone is required for each ten (10) children from age 13 to 18 attending.
- CV HOA EVENT FEE – \$25 for any event held during regular guarded pool hours Monday through Thursday, \$50 for any event held during regular guarded pool hours Friday through Sunday.
- LIFEGUARD FEES – For safety and liability reasons, an appropriate number of lifeguards must be present for any private event. This may result in the need for hiring extra lifeguards for the entire event. Charges are determined by the number of lifeguards needed, the number of hours the lifeguards shall be needed for the entire event, and the total number of people attending the event, not the estimated number of swimmers.
  - Only CV HOA Pool Management Company lifeguards may be hired.
  - The rate is \$15.00 per lifeguard per hour for every 15 people attending the event.
- PAYMENT:
  - Payment of estimated fees is required when the event is scheduled.
  - Payment must be in the form of a check. No cash shall be accepted.
  - Make check payable to Carpenter Village Association.
- To schedule:
  - To check availability of a specific date and time, check with the Pool Committee Chairman.
  - Ask a lifeguard for a Pool Event Agreement OR go to [www.carpentervillage.org](http://www.carpentervillage.org) where the form can be found in the Pool Committee documents.
  - Complete the form fully to avoid any delays in receiving approval
    - The Host must be an adult Pool Member Property-Owner with a registered key fob.
    - Payment must accompany the form.
    - The Host's signature is required on the form. Once signed, the form becomes a contractual agreement between the Host and CV HOA. By signing, the Host shall be attesting to having read, understood, and agreed to the terms and conditions of the Contract.

- Give the completed form and your payment to the Pool Committee Chairman or give to a lifeguard in a sealed envelope with instructions for it to be placed in the Pool Committee mailbox in the Pool Office or mail to the CV HOA Management Company.
- There will be no exceptions to the policies stated unless approved by CV HOA Board of Directors.
- All Pool Rules, Regulations, and Policies are applicable at all times at all events.
- CV HOA reserves the right to refuse approval of an event during an expected peak/crowded time/date.
- Any unscheduled event may be refused entry to the pool area or asked to leave.
- CV HOA reserves the right to charge the party host for any costs incurred by the HOA resulting from excessive or unusual clean-up following a party or other event and for repairs and/or replacements required as a result of damages from a party or other event.

## **POLICY FOR PRIVATE SWIM INSTRUCTION**

For liability purposes, CV HOA recommends the use of lifeguard/swim instructors through our Pool Management Company. No other company or individual is officially sanctioned or contracted by CV HOA for swim instruction in CV Pool. However, our Pool Management Company does not have exclusive rights to provide swim lessons. Therefore, the following applies to ALL swim instruction:

1. Privately contracted swim instructors not employed by CV HOA Pool Management Company may only enter CV Pool by being signed in as a Guest by an adult Pool Member. If the swim lesson is for a child, the swim instructor must be signed in by that child's parent, legal guardian, or CV-approved caregiver.
2. Contracts between adult Pool Members and swim instructors not employed by CV HOA Pool Management Company shall, by their existence, hold CV HOA harmless. However, an HOA *Private Swim Lesson Waiver/Release of Liability* must be provided to the Pool Committee. The form is found on the CV website. It is strongly advised that the instructor's qualifications and insurance coverage be verified by the contracting Pool Member.
3. For children under the age of 13, a Pool Member parent, legal guardian, or CV-approved caregiver is required to remain at the pool during the entire swim lesson. This rule applies to both private and group swim lessons.
4. Group swim classes are limited to a maximum of eight (8) students.
5. Contracted Swim Classes are to be limited to CV Residents Only. Adult Pool Members may request an exception for a guest, if space is available. Permission for the exception must be obtained from the Pool Committee by submitting a *Waiver/Release* (see above) signed by the Member. The guest student must be registered with the private instructor by the Member.
6. There shall be no group swim lessons allowed on weekends or holidays.
7. Swim lessons are permitted before the pool opens for the day IF the Policy for Parties and Special Events is followed, including paying for a lifeguard from the Pool Management Company even if the private swim instructor is a certified lifeguard. If the private instructor is a lifeguard from the Pool Management Company, the fee for a lifeguard is waived. The fee is not required because the lifeguard from the Pool Management Company may also perform the duties necessary for opening the pool for a Special Event. When the private instructor is a lifeguard from the Pool Management Company, only students are allowed in the water during the lesson because the lifeguard is teaching and not available to guard the rest of the pool. There are no exceptions.
8. Swim instructors wishing to advertise at the pool require HOA Board approval, and should contact the Pool Committee. Please refer to the *Private Swim Instructor Guidelines* found on the CV website.
9. All rules, regulations, and policies in this Handbook apply during swim lessons. There are no exceptions.

## **CARPENTER VILLAGE POLICY ON PROPERTY DAMAGE**

1. Members are responsible for any and all property damages resulting from their actions or those actions of their Children, their children's Caregivers, and/or their Guests.
2. Any Member, their Children, their children's Caregivers, or their Guests found causing or proven to have caused willful damage to the pool facilities or the surrounding areas shall have the right of use revoked immediately for the season.
3. Additionally, the Board of Directors reserves the right to full prosecution of all its rights under the law to recover for any such damages.

## **CARPENTER VILLAGE POLICY ON NORTH CAROLINA LAWS**

1. All Members, their Children, their children's Caregivers, and their Guests shall abide by North Carolina State Laws and Regulations with regard to any regulated substances including, but not limited to, fireworks, firearms, illegal drugs, etc., and the use thereof.
2. Any abuse of any North Carolina State Laws and Regulations in this regard by any Member, their Children, their children's Caregivers, or their Guests, shall be cause for the immediate termination of use of the pool for the entire season.
3. Additionally, the Pool Management Company reserves the right to report any such abuse to the proper authorities.

The Pool Management Company and its employees shall be expected to perform in accordance with Appendix A. In the event a pool member feels the Pool Management Company or its employees are not performing in an acceptable manner, the procedure for reporting such behavior is included in Appendix B.

## **Appendix A**

### **LIFEGUARD DUTIES**

1. Arrive a minimum of ten minutes before your shift begins.
2. Conduct yourself in a professional manner.
3. Strictly adhere to the Emergency and Inclement Weather Policy of Carpenter Village for closing and reopening the pool. This policy shall be posted for all to see at the pool.
4. Remain alert and attentive while on the lifeguard stand, consistently scanning the pool for distressed swimmers.
5. Do not chat with anyone while on the guard stand.
6. Enforce all community rules fairly and consistently.
7. Develop and maintain a friendly relationship with Pool Members.
8. Be alert to all teenagers entering without an adult, that they sign the Teen Log Book and that all guests are recorded. Check for Teen Consent and notify a Pool Committee member immediately if no consent is on file.
9. Verify that any party or special event entering the pool area has been properly scheduled and, if not, ask the party to leave the premises or immediately notify a member of the Pool Committee for assistance.
10. Clean and maintain the pool deck as needed and in prompt response to resident complaints.
11. Clean and maintain restrooms as needed and in prompt response to resident complaints.
12. Maintain pool color, chemistry, clarity, and cleanliness through your shift.
13. Each lifeguard must, at all times, be easily identified by wearing a guard swimsuit or other attire marked GUARD or STAFF.
14. No personal telephone calls are allowed while on duty; only emergency telephone calls are allowed. Guards may not have cell phones or other electronic devices on the guard stands.
15. Do not allow non-resident acquaintances to enter the pool or loiter in the parking area.
16. Keep all personal items in the guard room in the designated guard storage cabinet and out of sight.
17. Promptly report any issues with the pool facility to the Pool Management Company. If circumstances warrant, call 911 immediately. If the Pool Management Company is immediately unavailable, use the Contact List provided to you by the Pool Committee. The proposed schedule for contact during the 2013 pool season is to first call the Pool Management Company, then the Pool Committee Chairman, then other Pool Committee Members who have volunteered their contact numbers, then a CV HOA Board Member, and then the CV HOA Management Company.
18. At least one lifeguard shall remain visible and on-duty on the deck at all times to enforce Owner-rules during lifeguarded hours, and specifically during ten-minute adult swim break when everyone under the age of 18 must stay completely out of the water and away from the pool's edge.

## Appendix B

### **PROCEDURE FOR CORRECTING/REPORTING SUSPECTED ABUSES OF POOL RULES, REGULATIONS, OR POLICIES BY POOL USERS OR BY POOL STAFF**

1. Bring the suspected infraction to the attention of a lifeguard and request that action be taken to correct it.
2. If action is not taken by a lifeguard in an appropriate amount of time, ask to be shown the Contact List so that the issue may be addressed. The lifeguards have a copy of this list (see below), and must supply it to you. It is anticipated and expected that the lifeguard will take care of the issue at this point.
3. If not, contact the first name on the list. If there is no answer, proceed down the list in order.
4. Explain the situation to the person you have contacted and ask them to resolve the situation. This person has the responsibility and authority to remediate the issue, assuming the infraction is legitimate.
5. If the infraction is legitimate, the contacted person will either talk with the lifeguard over the phone, or go to the pool to resolve the issue.
6. A written report will then be completed by this individual and forwarded to the Pool Management Company, the CV HOA Management Company, and the Pool Committee Chairman.
7. If no one on the contact list is immediately available, write a detailed report and submit it by email to the Pool Committee Chairman or to the CV HOA Management Company.

This is the **only accepted method of lodging a complaint for action to be taken to correct said complaint**. Any other means of communicating dissatisfaction with the Pool Management Company has not been agreed upon by the Board of Directors or the Pool Management Company, and as such, no action against the Pool Management Company can be launched.

## CONTACT LIST

<u>Name</u>	<u>Phone Number</u>	<u>Email Address</u>
Inga Allred, Committee Chair	(919) 749-7753	inga_914@hotmail.com
Nicole Magers, Committee Member	(919) 462-6288	Nicole@carolinakidsacademy.com
Bill Schaffroth, Committee Member	(919) 279-5619	bill.schaffroth@gmail.com
Elisa Sumakeris, Committee Member	(919) 481-3774 (919) 801-3822	esumakeris@nc.rr.com
CV Pool Management Company: Triangle Aquatics, LLC Derek Wall, President	(919) 238 - 6070	<a href="mailto:derek@triangleaquatics.com">derek@triangleaquatics.com</a>
CV HOA Management Company: Omega Association Management	(919) 461-0102	<a href="mailto:laura@omegamgmt.com">laura@omegamgmt.com</a> <a href="mailto:jennifer@omegamgmt.com">jennifer@omegamgmt.com</a>