

# **GARDNER AQUATIC CENTER**

## **Commonly Asked Questions**

### **1. Where can I purchase a Season Pass?**

*Season Passes must be purchased at Gardner City Hall, Mon-Fri from 8 a.m. to 5:00 p.m.*

### **2. What types of payment do you take at the Gardner Aquatic Center?**

*Check and cash only.*

### **3. When purchasing a Season Pass, what defines a resident?**

*A resident lives within Gardner city limits. (Has a Gardner address.)*

### **4. If my child attends a USD 231 school, can we be considered a resident?**

*No. A resident is a person who lives within the Gardner city limits.*

### **5. We purchased a pool pass and each family member has been assigned an identification number. How is my child going to remember a 4 or 5 digit number for the pool pass?**

*If the child forgets their identification number, pool cashiers can look them up in our system by name or by phone number.*

### **6. Why is it that metal ornamentations and jewelry are not allowed on the slide?**

*For safety reasons, no metal ornamentation such as rivets, zippers or decals are allowed on the slide. This also includes jewelry. If metal is worn, it could damage the surface of the slide, resulting in scratches with sharp edges that could injure a rider.*

**7. What is the height requirement for the slides?**

*The height requirement to ride the large slides is 48". There is no height requirements for the smaller slides, such as the Family Slide and the Splash Playground Slide.*

**8. Why is the pool only open on weekends only after school starts?**

*After the USD231 schools are in session, the pool hours of operation change to weekends only from 12 p.m. to 5 p.m. This is because the majority of the staff who are employed at the Aquatic Center are under the age of 18 and in school.*

**9. Why are private pool parties only limited to the lap lane pool?**

*Private pool party rentals are available Mon-Sun from 8 pm. to 10 p.m. Private pool parties have been limited to the lap lane pool only because there is not a sufficient amount of lighting in the new pool area. Due to safety reasons, the lap lane pool is the only area that will be open during private pool parties. However, party rentals are available Mon-Sun during regular pool hours, sharing the pool area with other patrons.*

**10. Can people still bring in food at their pool parties?**

*Yes. Only if they have the shelter rented. Otherwise, no outside food is allowed in the facility.*

**11. At what age can a child be dropped off at the pool without a guardian's supervision?**

*10 years of age.*