

If space allows, same day walk-ins may be accommodated for pools and fitness centers

Monday, May 18, 2020

As we have tested the waters, so to speak, of our reservations process the last few days, we wanted to share that we may be able to accommodate people without a reservation for same-day facility usage. Homeowners are welcome to come to the fitness centers and pools as walk-ins (without having made a reservation) at the designated session start times (see below) for that day only. Please note that you may be turned away if the allotted slots are filled by the reservations process. If so, be sure to check with a fitness staff member for same-day walk-in reservations. If they cannot accommodate you at the time you arrive, a later time slot that day may be available and they can write you in at that time.

Our two-day history shows that at every session at least some spots are going unused. The peak hour for pools seems to be the 1:15 p.m. time slot, with the least number of unused spaces. We attribute this to the influx of calls coming in between 9 and 9:45 a.m. and limited ability to process all the calls during this burst of time. We will continue to try to improve the speed of the reservation call process and will continue to evaluate and adjust this process as possible. We also suggest that those who want to make a reservation consider calling in after 10 a.m. when call volume seems to be somewhat less.

Pool session start times, at all pools, are as follows:

9 - 10 a.m.

10:15 - 11:15 a.m.

11:45 a.m. - 12:45 p.m.

1:15 p.m. - 2:15 p.m.

2:45 p.m. - 3:45 p.m.

4 - 5 p.m.

Fitness center session start times at Eagle's Nest and Tuscany Falls are as follows:

9:15 - 10:15 a.m.

10:30 - 11:30 a.m.

12 - 1 p.m.

1:30 - 2:30 p.m.

3 - 4 p.m.

4:15 - 5 p.m.

As a reminder, you must present your Homeowner Card or fob upon entry. People using the fitness centers must also have a small fitness towel. Failure to have these items will deny your entry to the facilities.

Again, thank you for your cooperation. We are all doing our best at this new and challenging time.

Source: Melissa Kallett, Director, Recreation and Fitness