

## Common questions and answers

- How do I cancel a reservation?
  - You must email [swim@strawberryrec.org](mailto:swim@strawberryrec.org) or call our office 415.383.6494
- Can I bring guests?
  - Yes! Memberships are allowed to bring up to 4 guests
    - 1 Guest = \$10
    - 2 Guests = \$20
    - 3 Guests = \$25
    - 4 Guests = \$25
- Can my Caregiver bring my kids to the pool?
  - Yes, BUT, they must be added onto the pool membership as a family member
    - Caregivers must be 16 years or older and be personally assigned to the pool membership with their first and last name
- Do I have to add my baby onto the pool membership?
  - Yes, any age person swimming must be on the pool membership
- Me and my partner wont bring our kids at the same time, can we pay for 1 and trade off?
  - No, memberships are assigned to individual people.
- Can I share a membership with my friend if we do not live together?
  - No, memberships are based on households
- Can my kids be the member bringing their babysitter as a guest?
  - No, members must be 16 years or older to bring a guest
- Can I drop my kids off at the pool for them to rec swim?
  - No, children 15 years or younger must be accompanied by a parent or guardian that is on the pool membership
- I am not going to swim, but my children will, can i just buy a membership for them?
  - No, a parent must be on the membership even though you will not be swimming
- How many people can be in 1 lane?
  - Up to 4. We allow 2 reservations in lanes 2, 3 and 4. Couples are only allowed to book under 1 reservation, meaning, if they reserve one side of a shared lane, there will be 3 people circle swimming.
- Can me and my partner make separate reservations?
  - No, couples must reserve under 1 name and come together.
  - Couples may swim separately at different times of the day if one partner makes a reservations before 2pm, the other may swim during the non-reservations times after 2pm
- Are lane 1 and 5 shared?
  - For reservations, no. Lane 1 and 5 are single reservation lanes.
- When are swim lessons?
  - Swim lesson takes place typically 3-6pm Monday - Thurs and 9:30-10am Saturdays
    - SRD takes lane 1 during this time, and lanes 2-3, Tues/Thur from 4:50-6:00pm