



### Eules Aquatics Common FAQ's

<b>Pool</b>	<b>Hours of operation</b>	<b>Number</b>	<b>Address</b>	<b>Operation dates</b>
Nat	See Natatorium schedule	(817)685-1666	300 W. Midway	
EFLAP	Mon-Sat: 11a-8p Sun:12-7p	(817) 399-4715	300 W. Midway	Opens May 26 - September 3
Wilshire	Mon-Fri: 1-5p Sat: 1-6p Sun: 2-6p	(817) 685-1678	315 Sierra Dr.	Opens June 02 - August 12
Splash	Mon-Sun: 9a-8p; Sun, 2-6p	(817) 685-1677	600 S. Main St.	Opens May 1 - September 30 (weather permitting)

<b>General FAQ</b>	
May I borrow a lifejacket?	Absolutely, please see a lifeguard to be fitted for the correct size, they are free!
What is considered appropriate swimwear?	Swimmers must be in a swim suit. No street clothes, no jeans, no underwear, no thong bikinis, no face masks.
May I bring my own jacket?	Yes, but it must be US Coast Guard approved.
May I bring noodles and/or other floatation?	No. Only USCG flotation device's are allowed
May I use a snorkel or fins?	No. Snorkels are never allowed and fins are only allowed for adults during adult lap swim.
May I bring a Mermaid Tail?	No. This device binds swimmer's legs and make it difficult to swim.
May I use a scuba mask?	No. You must use goggles that do not cover your nose. Many masks will slip down the face and cover the nose and mouth.
May I bring a Go Pro, underwater camera, Droid etc.?	For the safety of all guests, we do not allow any photography to be taken in the water or under water.
May I bring my phone in the water with me so I can text, play games, etc.?	No. In order to create a safe and comfortable swimming experience for all guests, we do not allow any phones or recording devices in the water.
May I bring my camera to take pictures of my family?	Yes; however, you may not take pictures of other guests or staff without obtaining permission.
May we bring water guns?	No water guns are allowed.
May we bring beach balls or other toys?	Aquatic Park: No beach balls or objects that could hurt other people. Natatorium: Soft toys and dive toys are allowed.
Are people under 15 allowed to swim during adult lap swim?	No, not under any circumstance. We do check ID's. They are welcome during our Open Swim time.
May I bring a cooler?	Yes, but they will be checked at the gate for prohibited items.
What is a prohibited item?	Tobacco, e-cigs, glass, alcohol, or sharp objects.
May I grill on-site?	No.
May I bring a Crock Pot?	No. We do not allow glass items at the pool. If you have an all metal crockpot (including the insert), it would be ok however; crock pots with a glass / ceramic insert or lid may not be brought into the pool.
Can I bring in outside food?	Yes.
Can you store my cake/ food for me?	No. We do not have additional refrigeration space to store outside food.
Are concessions available for purchase?	Yes. At Eules Family Life Aquatic Park only.
Do you offer a military, senior, or AARP discount?	No. We only have resident and non-resident rates.
How much is a locker?	Lockers are free and for daily use only. You must give your ID to receive a lock.
Are there showers on-site?	Yes.
How tall do you need to be to go on the slides?	48" for the slides and Lily Pad.
Is there a weight restriction on the slides?	There is a 250lb restriction on the slide.
What is the height requirement for Lily Pads?	48" (Lily Pads are at the Aquatic Park only)
What is the minimum age for swimmers without a chaperone?	You must be at least 10 to swim without a parent present.
Can we bring extra tables and chairs to the park?	You may bring extra chairs (one per guest) but not extra tables.
What are your rules for thunder and lighting?	Pool will be cleared for 30 minutes after each thunder or lightning is observed. Each strike will start the 30 minute countdown over. You may check our weather bug for an exact countdown. <a href="http://www.eulesstx.gov/pacs/aquatics.htm">http://www.eulesstx.gov/pacs/aquatics.htm</a>
What is your raincheck policy?	If we close the pool for the remainder of the day due to weather, than we will give rainchecks out. We will close the pool based on multiple weather scanners as well as the time of day.
Who do I contact if I have safety concerns about the staff or facility?	Liz Johnson - <a href="mailto:ejohnson@eulesstx.gov">ejohnson@eulesstx.gov</a> or you can call at 817-685-1654
How deep is the Aquatic Park?	4.5 Feet
How Deep is the Natatorium?	4.5 Feet
How Deep is Wilshire?	12 feet

<b>Swimming Lessons &amp; Water Aerobics</b>	
Do you offer swim lessons?	We offer lessons year round! Please see our <a href="#">Playbook</a> for updated class schedules.
What type of lessons do you offer?	American Red Cross
How much are swim lessons?	Classes are \$60.00 for eight 30 minute classes.
Do I have to be a Rec member to take swimming lessons?	No. Everyone is welcome. We want everyone to learn how to swim!
What levels do you offer?	Parent & Tot, Water Tots, Levels 1-4, Swim Team Prep, and Adult.
How do I determine what level I am?	Speak to a lifeguard at the Natatorium to determine the best level for success.
What is your cancellation policy for lessons?	No personal absences will be made up. We only have make up lessons if we cancel due to weather or mechanical problems.
If you cancel lessons, where do I go to find that information out?	We will call the number listed in the Rec computer under the household if we cancel classes. *Please make sure we have a current number when you sign up. We only call if there is a problem or cancellation.
Do you offer Water Aerobics?	We have classes 6 days a week. Classes are offered in the mornings as well as at night.
I am not a Rec Center Member, can I still swim there?	Yes, we offer member and non-member pricing.
Can I hold a facility without payment?	No. Full payment is due at the time of rental.

<b>Rentals</b>	
Does the rental fee include entrance fee for the guests?	****Aquatic Park: Cabana and Pavilion rentals have certain number of tickets included in the total price for the rental. Additional tickets may be purchased ahead of time at a discounted rate. ****Natatorium: Rental price is based on the amount of people. Due to lifeguard staffing requirements no additional guests may be added to the party.
Can we decorate the cabana for my rental?	Yes, but you must clean up and take down all of the decorations by the end of your rental time. No items that could potentially cause damage to the facility. Balloons are not allowed.
Are there limits on decorations?	Duct Tape, nails, glue, heavy objects, ext. are not permitted.
Can I come in early to set up for my party?	Aquatic Park: No. Set up and clean up is included in your rental time. Natatorium: Yes, you may have 15 minutes maximum.
How old do you have to be to rent a cabana?	21 years old.
Can I reserve the natatorium or Wilshire pool for same day use?	These facilities must be booked ahead of time. The Natatorium may be booked up to a maximum of 60 days in advance and a minimum of 2 weeks in advance. Wilshire Pool may be booked beginning May 1 each year for that season and a minimum of 2 weeks in advance.
Can I reserve a cabana/pavilion onsite for same day use?	Aquatic Park: Yes, if the facility is available.
How early do I need to book a party?	Aquatic Park and Wilshire Pool reservations begin each year on May 1 for that season and require a minimum 2 weeks in advance. Natatorium reservations are made year-round up to a maximum of 60 days in advance and a minimum of 2 weeks in advance.
What is your Rental cancellation policy?	Cancellations made 7 days prior to the rental date will receive a full refund. Cancellations made less than 7 days but more than 2 days (48 hours) prior to the rental date will receive 50% in refund. Cancellations made less than 2 days (48 hours) will not receive a refund.
I've decided to have my party at the pool, how do I book it?	Great, now all you need to do is call Ofa at 817-685-1649. Forms may be downloaded from the City website at <a href="http://www.eulesstx.gov/pacs/rental/">http://www.eulesstx.gov/pacs/rental/</a>
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