

## Carter Park Pool FAQs

### What days and times are the pool open?

- The pool is open Memorial Day weekend - Labor Day with the following schedule:
  - Weekends Only
    - May 27-29
    - June 3-4 and 10-11
    - August 26-27
    - September 2-3 and 9-11
  - Seven days a week:
    - June 16-August 20
- The pool operating hours are 12pm-8pm.
- The pool will close for the season at 3pm on September 11, 2023 (Labor Day).

### How do I access the pool?

- The pool may be accessed through a membership, daily pass, or 10 pass pack.
- Cash, debit card, check, or credit card may be used to purchase a memberships and passes at the Pool and Town Hall. If a credit card is used, a convenience fee may be added to the total cost of the transaction.

### What are the types of memberships?

- Family Membership: Pool applicant, spouse, and dependents living within same household
- Individual Membership: One (1) person aged three to 65
- Senior Membership: Members aged 65 and above
- Caregiver Membership: adults for care for children who are not their dependents (see Caregiver section)
- 10 Pass Pack: A Ten Pass Pack is ten visits to Carter Park Pool, whether used by one person or multiple people for a total of ten entries.

### Who can purchase a Caregiver Membership?

- Adults who care for children who are not their legal dependents, such as grandparents, nannies, and au pairs, may purchase the pass.
- A caregiver pass must be purchased in addition to a family or individual pass.
- Multiple people may not use a single caregiver pass.

### How do I purchase a membership?

- Pool memberships may be purchased at Town Hall beginning April 3rd. Town Hall is open Monday -Thursday 7:30am-6pm. Memberships and passes are available for purchase at the pool during operating hours.

### **Do you offer financial assistance?**

- Income-based financial aid in the form of pool scholarships are available to qualified Ashland residents. Scholarships are available to heads of households (age 18 and over) and all family members meeting eligibility criteria.
- To be awarded a scholarship, fill out the application in the documents section of the Carter Park Pools Facilities page and submit to Emmy Houck at Town Hall via mail or email.
- Scholarships cannot be processed at the pool.

### **Are young children free?**

- Children three and under are granted free entry to the pool.

### **Do you offer refunds or rainchecks?**

- In instances where the pool must be shut down for periods of time or permanently for the day, pool patrons may be issued a Rain Check. A Rain Check is a pass which will allow the patron admission to the pool free of charge on another day. Rain Checks will only be distributed to patrons who purchased a pool pass within an hour of the closure. Under no circumstances will a pool patron be issued a cash refund. The patron's name will be added to a Rain Check list at the concession stand. The patron should provide ID at their next visit, which will be checked against the Rain Check list to confirm admission. Rain Checks are only valid during the same pool season they are issued in. The Rain Check allows entry to the pool on weekdays and weekends, regardless of the day the Rain Check was received. If a patron uses a Rain Check they received on a weekend to enter the pool on a weekday, they are not then entitled to the difference between the weekday and weekend entry fee.
- If the pool closes for the day less than ninety minutes before the regular closing time of the pool, Rain Checks will not be issued.
- If there is poor weather, but the pool does not close, Rain Checks will not be issued.
- Rain Checks will not be issued if the pool closes early due to weather on Labor Day.
- The Pool Manager is responsible for management and tracking of Rain Checks.

### **Can I rent the pool for a private party?**

- Carter Park Pool can be reserved for private events from 8:00pm-11:00pm by completing an application form, gaining approval, and paying a fee.
- Please contact the pool manager by email for details and scheduling.
- Pool parties must be submitted three weeks before event.
- The pool reservation form can be found in the documents section near the top of this page.

### **May I bring inflatables or pool toys?**

- Inflatables and pool toys are not allowed at the pool, unless specified as part of a special event.

### **Are outside foods and beverages allowed?**

- Yes, however, alcohol is not permitted at the pool.

### **Do I need to bring my own chair?**

- There are a limited number of deck lounge chairs and straight back chairs. You may bring your own chairs if you choose to.

### **Do you sell concessions?**

- No. There is a vending machine with beverages.

### **What amenities does the pool have?**

- There's a kiddie pool, an eight lane junior Olympic pool, a zero depth beach entry, a slide, dumping buckets, and a water spritzer. There are deck chairs, picnic tables, and multiple shade structures. The pool has men's and women's locker rooms with showers and restrooms and a private family bathroom.

### **Can I have a pool party during operating hours?**

- Private pool parties are only offered after operating hours, from 8pm-11pm. Pool parties can be reserved by filling out the pool party application form on the Carter Park Pool facility page.
- Informal pool parties may be held during pool operating hours, however, the general public will still be able to access the pool and no special accommodations will be made for the party. All people attending the party must pay for a day pass or have a membership to access the pool.

### **How do I sign up for swim lessons?**

- The Patrick Henry YMCA offers swim lessons at Carter Park Pool during the mornings and some evenings. More information and registration information can be found at <https://www.ymcarichmond.org/programs/swimming-and-aquatics/swim-lessons>.

### **How do I join the Ashland Barracudas swim team?**

- The Ashland Barracudas swim team practices most mornings at Carter Park Pool during the summer. Some swim meets are also held at the pool. To learn more or join, visit <http://ashlandswim.com/>.

### **Where can I get information about pool closures?**

- The pool will post updates to hours on social media. Anticipated closures will be listed on the Carter Park Pool facilities page. For the most up to date hours, please call the Carter Park Pool Hotline at 804-798-2520.