



Pool Phone Number: 381-SWIM

This phone number is answered during pool hours only: 10a-5:45pm May 1-Sept 13.

ZIEGLER POOL GENERAL QUESTIONS:

Hours:

Pool Hours		
May 1 - May 16		
Mon - Sun	7:00a to 8:00a	Lap Swim Session 1
	8:00a to 9:00a	Lap Swim Session 2
Sat & Sun	10a to 12:15p	Swim Session 1
	12:45p to 3p	Swim Session 2
	3:30p to 5:45p	Swim Session 3
May 17 - Sept 13		
Mon - Sun	7:00a to 8:00a	Lap Swim Session 1
	8:00a to 9:00a	Lap Swim Session 2
	10a to 12:15p	Swim Session 1
	12:45p to 3p	Swim Session 2
	3:30p to 5:45p	Swim Session 3

Is the pool a public pool?

- Yes, anyone can purchase a single session pass or buy a season pass.

How much is it to swim?

- It is \$4 per person, per swim session. All age groups including infants and any non-swimmers in your party require a paid reservation.
- Season pass rates are determined on a sliding-scale based on household income.

How do I purchase a season pass?

- Visit zieglerpark.org and complete the appropriate application for your household income
- If you are unable to complete an online application, please call the 3CDC office at 513-621-4400 to arrange for a paper application.

What is the capacity?

- The capacity for an open swim session is 175 patrons.
- The capacity for a lap swim session is 15 swimmers – 3 people per lane.

COVID19 QUESTIONS

What steps are you taking to make the pool safe?

- We have reduced capacity to 175 patrons from 500.
- We will be running on a reservation system to ensure capacity does not exceed 175 patrons. The Pool deck will be cleared, re-set and cleaned between session.
- Social distancing markers will be used to enforce social distancing where lines form, crowds gather, or the flow of people needs to be managed.
- Physical barriers or visual cues will be installed both in the water and on the deck to safely distance patrons.
- Safety shields will be utilized as a barrier between staff and patrons in areas like check-in and concessions.
- It is required that all patrons wear face masks:
 - o When entering and exiting the facility, restrooms, concession area, etc.
 - o Whenever social distancing cannot be maintained

RESERVATION SYSTEM QUESTIONS

- Where do I go to make a reservation? There are two ways to reserve a swim session:
 - o Online at <https://zieglerpark.org/> – You will need an email account and a credit card. **Reservations open Monday April 26th**. You will not be able to view the calendar before this date.
 - o The walk-up window at Pool admission building – *You will need an email account but can pay with cash or credit card.*
- How do I know which sessions I have signed up for? I want to double check my times.
 - o Log into your Omnify account: <https://zieglerpark.getomnify.com>
 - Click on View Profile near your name in the upper right-hand corner of the browser window.
- How do I cancel a session that I have signed up for?
 - o You can cancel through your Omnify account: <https://zieglerpark.getomnify.com>
 - o No refunds will be given for cancellations.
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- How do I know if a spot on a waitlist session opens up?
 - o If you join the waitlist and select “Notify Me” - you will be emailed if a slot in the session opens. Waitlist backfills are on a first come-first served basis. Once an attendee cancels their booking, all members of the waitlist will receive a notification. The first individual who visits the reservation page and makes the booking will get the slots.
- Will you allow walk up sales?
 - o Future reservations can be made on site at our walk up window during pool hours.
- How far in advance can you make a reservation?
 - o You can reserve a session 2 weeks in advance.
- Refund & Weather Policy:
 - o In case of inclement weather, rain checks will be offered to patrons on-site. Please review the Weather Policy in the [Pool Rules](#).
 - o If patron is denied Pool entry or asked to leave due to violation of [Pool Rules](#), no refunds will be issued.
- Waitlist
 - o A waitlist is available for sessions that are full. Waitlist backfills are on a first come-first served basis. Once an attendee cancels their booking, all members of the waitlist will receive a notification. The first individual who visits the reservation page and makes the booking will get the slots.

SEASON PASS HOLDER QUESTIONS

- How can I get my guest passes?

- Season pass holders can pick up their guest passes on their first visit. You/ your guests will use the code included on the passes at the time of reservation session. Your guests will need to bring the physical pass with them at the time of session.
- Does my child under age 1 need to be included in my family pass?
 - Yes, any person who will be entering the pool on your family pass must be included on your pass application regardless of age or intention to swim.

SWIM TEAM QUESTIONS

- Can my child sign up for the Rhinos swim team?
 - Registration has ended for 2021. If you are interested in joining in 2022, please email zieglerparkswimteam@gmail.com.

SWIM LESSON QUESTIONS

- Will you offer swim lessons?
 - Yes – we are currently working on the format and schedule. To stay in the loop, sign up for the Ziegler Park newsletter at zieglerpark.org or follow us on social media. Signage will also be posted at the Pool.

POOL EVENT QUESTIONS

- The Pool will not have any special events including Adult Swim or Dog Swim until further notice.
- The Pool is not accepting party reservations until further notice.
- The Pool is not available for rent.