



CLAREMONT CLUB & SPA

A FAIRMONT HOTEL

Club Protocols and Guidelines

We are thrilled to reopen the pools back to you with a set of policies required by the Alameda County Health Department to support maintaining safe distances and practices for your well-being. Please review the following information carefully to help support a smooth return to the pools.

When: The main pool, lap pool, and children's pool are open Monday through Friday at 6:00 a.m. until 7:45 p.m.; and Saturday and Sunday from 9:00 a.m. to 4:45 p.m.

All pool access is by reservation only. No admittance is permitted without an advance reservation.

How: All pool access includes one swimmer or members of the same household per lane. No exceptions. The children's pool (Fountain Pool) and the round part of the main pool (Circle Pool) will each be considered a lane for the young swimmers and household adult supervision is required at all times.

Duration: All lane and recreational access are for up to 45 minutes and will start on the hour. The 15 minute increment between sessions will be used for members to exit the facility directly and for the staff sanitation of all touch points prior to the next group of swimmers. When you finish your swim session, you must depart the Club promptly.

Aqua Aerobics: Classes are scheduled from 10:00 a.m. to 10:45 a.m. Monday, Tuesday, Thursday, and Sunday and 6:00 p.m. to 6:45 p.m. Wednesday evening.

Recreational Swimming: While the health authority guidance is geared towards lap swimming, we have a few recreational swim areas in the main pool for families to reserve just like lanes. These areas are available from 10:00 a.m. to 5:00 p.m. Monday through Friday and 10:00 a.m. to 5:00 p.m. Saturday and Sunday.

Children: The children's recreational pool and the round area of the main pool are available for family recreational play by reservation only. Children must be toilet trained to use the Main Pool or Lap Pool. Children who are not toilet train will only be allowed in the children's recreational pool or Fountain Pool. Please note that, at this time, there is no furniture permitted so family play must be only in the pool area reserved. Parents must be actively supervising their children at all times. Children must stay in area reserved.

Reservations: Lanes may be reserved starting at 9:00 a.m. for the rest of the current day and the next day as available by calling (510) 549-8517. For expediency please be prepared to provide your Club membership number. Only one session per day is permitted at this time.

Please specify whether you want a Lap pool (80° F), big pool (84° F) or recreational lane (84 F degrees) and we will do our best to provide what is available. Additionally, you may use Kipsu, our text messaging system, to communicate with us and request a reservation. Please wait for a confirmation on your reservation. We will get back to you in the order received.

Masks and distancing: Masks must be worn at all times entering and moving around the pool deck. Mask removal is permitted only when in the pool. All persons with the exception of household members must maintain at least 6 feet of distance at all times.

Towels: Guests may prefer to bring towels from their hotel room or ask for towels at the Club as you may be asked to exit the Club in your swimsuits. All Club towels used must be dropped by the user into the towel bins. Any personal towels left behind will be disposed of.

Restrooms: The two restrooms at the south end of the lap pool are available for use. As a courtesy, please do not use restrooms as changing rooms. Per the ACHD order, no other indoor facilities are available at this time.

Showers: Outdoor showers are not open. All swimmers must have clothing to wear home over their swimsuits.

Lounge chairs: Per the ACHD order, no lounge chairs or gathering around the pool is permitted at this time.

Reminders: Glass is not permitted anywhere on the pool deck or pools. Please bring a water bottle as water fountains are not available.

Tennis:

When: Tennis hours are 6:00 a.m. to 8:00 p.m. Monday – Friday; and 9:00 a.m. to 5:00 p.m. Saturday & Sunday

Outdoor Fitness Pavilion & Indoor Fitness Center:

When: Fitness Pavilion and Fitness Center hours are 6:00 a.m. to 8:00 p.m. Monday – Friday; and 9:00 a.m. to 5:00 p.m. Saturday & Sunday

Who: Open to guests 16 and older.

Reservations:

Pool and Aqua Aerobics classes may be reserved starting at 9:00 a.m. daily for same day and next day lanes.

Tennis courts, Fitness Pavilion, and Group classes may be reserved starting at 8:00 a.m. for same day and next day reservations Monday- Friday and 9:00 a.m. Saturday and Sunday.

To make a reservation, call the Club Reception Desk at (510) 549-8517. For expediency please be prepared to provide your Club membership number, activity and area of choice and preferred times. Only one reservation per day is permitted at this time.

Additionally, you may use Kipsu, our text messaging system, to communicate with us and request a reservation. Please wait for a confirmation on your reservation. We will get back to you in the order received.

Club Hours:**Monday through Friday 6:00 a.m. to 8:00 p.m.****Saturday and Sunday 9:00 a.m. to 5:00 p.m.**

Thank you for your ongoing support as we navigate a safe and fun return to the Club facilities and activities. All of these policies are driven by health authority orders and are subject to change. We are transitioning to an all reservation Club model to adhere to guidance and ensure distancing and access for you and your families. We thank you in advance for helping us be efficient on the phone so that we may provide timely service to all members reaching out.