



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 will 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 will be by reservation only. No admittance is permitted without an advance reservation.

**How:** All pool access will be one swimmer or members of the same household per lane. No exceptions. The children's pool and the round part of the main 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. Times are subject to change. Please check weekly schedule in Club Connect.

**Recreational Swimming:** While the health authority guidance is geared towards lap swimming, we will have a few recreational swim areas in the main pool for families to reserve just like lanes. These areas will be 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. Per the ACHD order, lounging or gathering around the pool is not permitted at this time.

**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 be allowed in the 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 degrees F), big pool (84 degrees F) or recreational lane (84 F degrees) and we will do our best to provide what is available. We will deploy an app that will support remote booking of swim times once we have a good understanding of the returning members demand patterns to best support advance booking while ensuring access to all.

**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 will not be open. All swimmers must have clothing to wear home over their swimsuits.

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

**Reminders:** Glass is not permitted anywhere in the pool deck or pools. Please bring a water bottle as our water fountains are offline.

**Retail:** Goggles, swim caps and sunscreen are available for retail at the Club Front Desk.

**Tennis:**

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

**Fitness Pavilion:**

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

**Who:** Open to guests 16 years of age and older

**Reservations:**

Pool and Aqua Aerobics classes may be reserved starting at **8:00 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.

Please note that courts are 24 hours in advance.

**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.**

**Checking-In:** Please arrive early to check in at the Club to get temperature taken prior to entering the Club.

**Outside Guests:** Non-member guests are not permitted at this time except for tennis.

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 guests reaching out.

*The Club Team*