



April 16, 2019

Dear Customers:

We are excited that construction has begun on the Locker Rooms and Lobby Renovation Project. For background information concerning this project, and a floor plan of the renovated and expanded space, please review our renovations website at [www.rockvillemd.gov/rsfcrenovations](http://www.rockvillemd.gov/rsfcrenovations). As we have previously mentioned, **all customers should plan to enter the facility from the outdoor pool's entrance and use the outdoor pool's bathhouse between May - September 2019.** This letter contains details that should help customers plan for their visits starting May 1. The indoor pools, fitness room and programming will continue their normal schedule.

#### **Facility Entrance and Customer Service Desk**

All customers should enter the facility from the outdoor pool's entrance at the admission booth. Parking is available in the outdoor pool's lot, with additional parking being available at the indoor facility's lot. The admissions booth will be able to process membership pass scans, daily admission purchases, program sign-ins, private lesson payments and answer customer questions. A customer service desk will be located in the hallway adjacent to the Fitness Room. Staff at this desk will be available to help with detailed questions, program and membership registrations and renewals, ID card printing and other services typically available at the Front Desk. To expedite entrance for members, please make every attempt to have your ID card available for scanning rather than manual look-up by name.

#### **Outdoor Bathhouse**

The outdoor bathhouse will be the primary location for all customers to change clothes, use the bathroom and shower. The outdoor bathhouse is an open-air structure appropriate for seasonal uses. While we do not expect cold temperatures in between May – September, we have been proactive and installed overhead infrared heaters to add warmth to the bathhouse as needed.

The outdoor bathhouse will be equipped with baby changing stations and there is also a family/gender neutral changing room located near the entrance to the outdoor facility (this changing room is similar to what was available inside our lobby—it locks from the inside and allows for a private changing area, but it does not have shower facilities). The outdoor bathhouse follows the same policy as the indoor locker rooms—All patrons ages six (6) years and older must use the appropriate locker room. Children ages five (5) years and under may use the locker room of the opposite sex when accompanied by their parent or legal guardian.

#### **Lockers**

Temporary lockers will be placed in the corridor between the admissions booth and the entrance to the bathhouse. Customers who require the use of these lockers should bring their own lock and remember that due to space constraints, these lockers are outside of the private changing areas. Customers should change clothes, lock their belongings and swim. When done swimming, customers should gather their belongings

and then enter the bathhouse. We have added hooks throughout the bathhouse for customers to hang their articles while using the facilities. Shortly after 5/1, additional lockers will be placed by the lower level fitness pool bathrooms, adjacent to the snack bar. For customers who only need to lock small items such as a keys or cell phone, we will be providing use of the small “wallet” lockers outside of the admissions booth free of charge – just ask the staff member.

### **Travel to the Indoor Complex**

**Customers should plan to arrive for programs a few minutes earlier than they would if they were using the indoor locker rooms.** It will take a little extra time to walk across the outdoor pool deck to access the indoor facility. To access the pools, enter the North Pool from the doors by the Sprayground. To enter the Fitness Room, Activity Rooms, or Customer Service Desk, enter from the doors at the south end of the Sundeck. Signage will be posted throughout the facility to help customers navigate. Swimmers may want to bring a robe or extra towels for the walk to/from the outdoor bathhouse after classes. Footwear like sandals are also recommended. Customers who are sensitive to cooler temperatures may want to consider bringing layers to wear while transitioning to and from the pool and/or wearing a thin wetsuit, though it is not required. A number of umbrellas will be available for customers to use while traveling to/from the indoor complex and outdoor bathhouse in the event of rain.

### **Wheelchair Porter Service**

A wheelchair-porter service will be available upon request to assist customers through the facility. To request this service from your vehicle, please call 240-314-8750 when parked at the facility. Alternately, request the porter when checking in to assist with transport from the admission booth to the indoor complex. Customers may also ask any on duty staff to summon the porter service while inside the facility.

### **Account Credits and Refunds**

We regrettably understand that some users will not be comfortable with using the outdoor bathhouse for the months of May – September. If you find that these arrangements will not suit your needs, please contact us via email at [swimcenter@rockvillemd.gov](mailto:swimcenter@rockvillemd.gov) or submit a Course Withdraw Form (available at the front desk) to be withdrawn from your program and/or membership. Requests received prior to the start of the class (please note the reason for withdrawing) will be processed without penalty and we'll waive the \$15 administrative fee that is generally assessed to refunds. Memberships will be credited for the time remaining on their membership (upon notice of withdrawal) to their City of Rockville, Recreation and Parks account, and a refund can be issued upon request without penalty. We hope that anyone who is not able to join us while we are under renovation comes back to see and experience our beautiful new space when it reopens.

### **For More Information**

We will continue to share information, including updated facility access plans via the Swim and Fitness Center's email group (sign-up online at [www.rockvillemd.gov/swimcenteralerts](http://www.rockvillemd.gov/swimcenteralerts)), and by notices posted at the facility and online. Thank you in advance for your continued support, patience and understanding as we work to improve experiences at the facility. Feel free to contact a member of the Swim and Fitness Center Management Team at [swimcenter@rockvillemd.gov](mailto:swimcenter@rockvillemd.gov) or 240-314-8750 with any questions.

Sincerely,

Adam Goldstein, Superintendent  
Rockville Swim and Fitness Center