



September 12, 2019

Dear Customers:

We are writing to update customers on the status of the Locker Rooms and Lobby Renovations Project. First, thanks to our customers for your flexibility and patience with the inevitable complications associated with maintaining operations of the facility concurrent with major renovations. We know that everyone has had to make changes to their routines at the Swim and Fitness Center and are confident that it will be well worth it when the newly renovated areas are opened to the public. We hope you have had time to review the progress photos posted at www.rockvillemd.gov/rsfcrenovations. If you have not, check out the website to see how the project is progressing.

As the contractor is continuing their work to ready the indoor locker rooms and lobby for occupancy, **all customers should plan to continue entering the facility from the outdoor pool's entrance and use the outdoor pool's bathhouse through the Fall.** The pools, fitness room and programming will continue their normal schedule. As the weather becomes cooler, plans are being made to provide additional thermal protection to the outdoor bathhouse to maintain a comfortable temperature as well as a covered passage between the bathhouse and the indoor pools. Customers will start to see these additional measures be installed in October and keep an eye on your email for more details to come. Overhead infrared heaters have already been installed in the bathhouse to add warmth to the space as needed. We will continue to offer the wheelchair-porter service as well as the current mix of amenities provided in the outdoor bathhouse, admissions booth and customer service desk.

We are eagerly awaiting our return to the newly renovated locker rooms and lobby. Although it is premature to list a specific re-opening date, we can assure you that City of Rockville staff are working diligently with the contractor to continue to make forward progress and minimize the inconveniences to customers. We will continue to keep customers informed on developments via our Email Newsletter (sign-up at www.rockvillemd.gov/swimcenteralerts), and by notices posted at the facility and online.

Regrettably, we understand that some users may not be comfortable with using the outdoor bathhouse. If you find that these arrangements will not suit your needs, please contact us via email at swimcenter@rockvillemd.gov or submit a Withdrawal Form (available at the front desk) to be withdrawn from your program and/or membership.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 will come back to our beautiful new space when it reopens.

Thank you for your continued support, patience and understanding as we work to complete this major project. We apologize for any inconvenience this causes as the project is being completed. Feel free to contact a member of the Swim and Fitness Center Management Team at swimcenter@rockvillemd.gov or 240-314-8750 with any questions.

Sincerely,

Adam Goldstein, Superintendent | Rockville Swim and Fitness Center