



November 14, 2019

Dear Customers:

We are writing to update customers on the status of the Locker Rooms and Lobby Renovations Project. First, a heartfelt thanks to our customers for your continued support and patience coping with operations alterations and inconveniences during our major renovations. We are confident that the newly renovated and expanded areas will be worth it! As the fall season continues, construction work is progressing "full steam ahead" to ready the locker rooms for occupancy. Recent work has included interior tiling and painting, HVAC installation, locker placement as well as many other behind the scenes site, infrastructure and utility work needed to keep everything running. To help keep customers as comfortable as possible while using the outdoor bathhouse, thermal protection has been added to the structure and a covered walkway has been installed to connect the outdoor bathhouse and the indoor pools. If you have not had a chance to check out our progress photos, please take a look at www.rockvillemd.gov/rsfcrenovations to get a sneak peak of the new areas.

As the project gets closer to completion, there are many important steps such as final fixture installations, testing and balancing of the HVAC system, punch-list work and regulatory inspections. With such an important project as this, we do not want to compromise work quality in these important areas. We have heard feedback from customers that an anticipated date which the indoor locker rooms will re-open is needed so they can plan their winter program and membership registrations. While we do not yet have an exact date that we plan to re-open the locker rooms, at this point we anticipate the locker rooms will be ready for use by customers in the ballpark of late December 2019 / early January 2020. Please note that this timeframe is conditioned on no unforeseen circumstances developing and is subject to change. We will continue to share information with our customers via our Email Newsletter (sign-up at www.rockvillemd.gov/swimcenteralerts), and by notices posted at the facility and online.

It is also important to note that construction crews are currently focusing their efforts on work needed to complete components of the project specific to the locker rooms so they can be turned over for customer use as soon as possible. As a result, increased noise levels may be present in the pool areas over the next few weeks as work is occurring. When the locker rooms are initially re-opened, customers will still enter from the outdoor pool's entrance and make their way to the facility via the current walkway while peripheral work is completed. Construction activity will continue at RSFC into 2020 on the indoor pool's entrance, drop-off loop and parking lot.

We would also like to take this opportunity to remind everyone of our [Winter Weather Procedures](http://www.rockvillemd.gov/swimcenter) (available online at www.rockvillemd.gov/swimcenter). We will continue to correlate our instructional programs' decision with MCPS' school operating status. However with the increased outdoor areas customers will travel to access the facility, our decisions on facility opening overall may be more conservative than past years in the name of safety. As every weather event is different, decisions will be made on a case by case basis. Any decision to vary from our published operating hours will be communicated via our Email Newsletter and posted on our website.

Regrettably, we understand that some users may not be comfortable with using the outdoor bathhouse despite the seasonal protections that have been added. 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 will 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