

Groveport Aquatic Center  
7370 Groveport Road  
Groveport, OH 43125  
614-836-1000 / 614-836-2255 (seasonal) / [www.groveportrec.com](http://www.groveportrec.com)

# Frequently Asked Questions

Updated 04/03/2016

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## **CLASSES AND PROGRAMS**

### **Can non-passholders register for classes and programs?**

Yes.

### **Why do non-residents pay more for some programs/classes?**

Residents pay property tax to the City of Groveport. Corporate residents pay income tax to the City of Groveport. As a result, residents, corporate residents and GRC pass holders/members are afforded a lower rate for programs.

### **How can persons register for programs?**

1. On-Line
2. In-Person at Groveport Recreation Center
3. Mail-in (Groveport Recreation Dept., 7370 Groveport Rd., Groveport, OH 43125)

### **Can I register my neighbor's child?**

No. Parents/Legal Guardians are the only persons allowed to register their child for a program. Adults may only register for themselves as well.

### **Can a person register for a program after the posted registration deadline?**

It depends on a number of factors. Please call our office to inquire before making the trip to the facility. We encourage patrons to register well before the registration deadline. If a space does not exist, you may request to be placed on a waiting list.

### **Where can I find information regarding program refunds?**

Information regarding refunds is located on our Program Registration Form.

### **How are your programs advertised?**

Staff uses a number of venues to promote our classes and programs, including: press releases to local newspapers, paid newspaper advertisements, website, direct mailings, email blasts, e-newsletters, flyers to schools (Rec & Roll), phone calls, etc.

## **FOOD AND DRINK**

### **Can I bring outside food and drink into the facility?**

Yes, outside food and drink are permitted, with the exception of glass containers. The City of Groveport reserves the right to search one's property.

### **Are coolers permitted?**

Yes.

## **HEIGHT REQUIREMENTS & ADULT SUPERVISION**

### **How tall does a person have to be in order to ride either the speed or triple helix slide?**

A person must be at least 48 inches tall and able to swim unassisted to the exit ladder.

### **How tall does a person have to be in order to ride in the lazy river?**

A person must be at least 42" inches tall and be able to swim unassisted to the exit ladder.

**Can my 9 year old just be dropped off at the pool?**

No. Children under 10 years of age must be accompanied by a responsible adult (18 or over) who intends to directly supervise them during their entire visit.

**Why does the GAC require that I have my child (under 5 years of age) within arms reach at all times?**

The GAC is a very popular swimming/entertainment facility. With many people in the water, it is difficult for our staff to keep track of the sometimes hundreds of small bodies in the water. Keeping your child close to you is for your and your child's protection. It only takes a few seconds for a child to wander off into deeper water where trouble may ensue. Lifeguards are not responsible for your children.

**I want to bring a group of children to the facility. How many chaperones will I need?**

Groups bringing children to the facility must have at least (1) adult chaperone for every (5) children to supervise those children.

**INDIVIDUAL AND GROUP DAY PASSES**

**What does my day pass include?**

If you purchased a day pass, you have access to the Groveport Aquatic Center (outdoor water park) during normal business hours. Please see our Rules & Regulations for height & age requirements for certain areas of the facility. Classes and programs are not included with your day pass.

**If I pay your single visit rate, may I leave and come back again?**

Yes. Simply stop at the front desk and let them know that you plan to return that day. Our staff will place a dated wrist band on you which will allow you to re-enter later that same day provided that we have not hit our maximum capacity.

**What do I need to bring to get the resident rate?**

Groveport residents are encouraged to request a Groveport Resident ID Card (free of charge) to obtain the resident rate. Individuals are required to provide a valid Ohio Driver License or State ID Card accompanied by a Groveport Water Bill, another utility bill or tax bill. If you are a corporate resident, you are required to provide a recent pay stub showing the person's name, business address and City taxes withheld. Individuals must also provide a valid company photo ID card. Resident ID Cards are only available at the Groveport Recreation Center.

Children are required to have a Resident ID Card to receive the resident rate.

**Can I use a Groveport Recreation Center Day Pass at the Groveport Aquatic Center or can I use my Groveport Aquatic Center Day Pass at the Groveport Recreation Center?**

No. Day passes are not interchangeable.

**How can I pay for a day pass?**

Cash or credit card (Visa or MasterCard). The Groveport Recreation Department does not accept personal checks for day passes.

**If I buy a pack of 10 passes, can I share them with friends or family members?**

Yes. You may distribute the passes to family members and friends. The Group Day Passes do not expire. 10 packs are only available for purchase at the Groveport Recreation Center.

## **MISC.**

### **Is the water in the outdoor water park heated?**

No. We rely on “Mother Nature” to warm the pool water.

### **How does a person become a lifeguard?**

A person must possess or obtain an American Red Cross Lifeguard Certificate, as well as an American Red Cross Certificate for CPR/AED for the professional rescuer. Classes are offered through the Groveport Recreation Department. Please see either the Aquatics Manager or Aquatics Coordinator for more information.

### **How does a person become a swim instructor?**

A person must possess or obtain a Water Safety Instructor Certificate from the American Red Cross. Classes are offered through the Groveport Recreation Department. Please see the Aquatics Manager, or Aquatics Coordinator for more information.

### **Who owns and operates the Groveport Aquatic Center?**

The City of Groveport owns and operates the facility.

### **How much did the facility cost to build?**

Approximately \$3.5 million.

### **How much did it cost to build?**

Approx. 12 million dollars.

### **Who was the architect on the project?**

Brandstetter Carroll Inc. • 2360 Chauvin Drive • Lexington, KY 40517 • 859-268-1933

### **Who was the project manager?**

Messer Construction Co. • 3600 Fisher Road • Columbus, OH 4328-1012 • 614-275-0141

### **Who was the pool specialist for the project?**

Patterson Pools • 1685 Westbelt Drive • Columbus, OH 53228 • 614-876-2628

### **How long did it take to build?**

Approx. 13 months.

### **When did the facility open for use?**

May of 2003.

## **POOL CLOSURES**

### **How often does the staff check the water chemistry?**

Staff checks the water chemistry hourly to ensure we are within the state regulations.

### **Why would the facility shut down operation?**

- Lightening in the Area – When lightening has been seen, when thunder has been heard, or when lightening is reported (0 – 8 miles from the facility), lifeguards will evacuate all patrons from the

pool and deck areas for a period of 30-minutes. The 30-minute period renews itself with each occurrence of thunder or lightening. Both the indoor and outdoor facilities have lightening detectors and staff regularly monitors weather channels in these circumstances. Please note that just because we may not see lightening or hear thunder in the area, a lightning strike is still possible under certain weather conditions.

Water is the greatest conductor for electricity. Although the chance of you being electrocuted in an indoor pool is low, it can happen. We would rather error on the side of caution than have to explain to your family members that you were electrocuted.

- Poor Visibility – Although rare, the pool may be closed due to poor visibility. If our staff can't see the bottom of the pool, the pool will be closed.
- Chemical Imbalance – The City of Groveport is required by the State of Ohio Health Dept. to maintain a certain water quality for patron safety. If our facility falls outside of certain mandated parameters, we would be forced to close the facility until those parameters are met.
- Mechanical Failure - A malfunctioning or broken filtration system/recycling pump would cause the facility to close. The State of Ohio Health Dept. mandates that all pools filter/cycle all of the water in the pool in a certain amount of time to maintain proper water and chemical balance.
- Fecal Contamination – The Center for Disease Control has coined a phrase “Recreational Water Illness (or RWI) for short. RWIs are caused by germs/organisms that may be present in the water. If someone were to ingest pool water that contained fecal matter, that person may become sick.
- Fecal Response: Formed stool will cause the facility to close for a minimum of 30-minutes.
- Diarrhea Response: Liquid discharge will cause the facility to close for a minimum of 8-hours. Any Diarrhea discharge will automatically close the facility until the next day.
- Vomit Response – Vomit in the pool will cause the facility to close for a minimum of 30-minutes.

**If the conditions improve, might the facility re-open later in the day?**

Yes. However, the decision to re-open the facility will be made based on a number of factors, including: time of day, weather forecast, staffing, etc.

**RULES AND POLICIES**

**Where can I get a copy of the most recent rules, regulations and policies?**

Please stop by the front desk at either the Groveport Recreation Center or Groveport Aquatic Center. The rules are also posted at the entrance of the Groveport Aquatic Center. Rules are also available on our website ([www.groveportrec.com](http://www.groveportrec.com)).

**I paid a lot of money for a membership. Why do I have to follow all of these rules?**

The rules and regulations at our facilities were developed prior to the facilities opening to the public. Our staff visited many community recreation centers in Ohio and discussed this topic with their staff. The Groveport Recreation Department developed our own set of rules and regulations based on best

practices and facility design. Rules and regulations are in place to set certain expectations and standards for our passholders and daily fee patrons so that our users remain safe at our facilities.

Unlike some other recreational facilities, the Groveport Recreation Dept. publishes the rules and regulations for people to openly see. Staff believes that being up front with our passholders and guests is the best policy and by doing so, problems may be avoided. Our staff revisits our rules and regulations on an annual basis based on patron conduct, facility issues, discussion with other facilities and their staff and standards set by regulatory agencies.

## **SEASONAL PASSES**

### **What do I get with my Season Pass?**

Season Passholders and Daily Passes have access and use of the Groveport Aquatic Center during normal business hours. Classes, such as Swim Lessons, are not included in the Season or Day Pass Fee.

### **Does the Season Pass also cover the Groveport Recreation Center?**

No.

### **How can I pay for my Season Pass?**

Cash, Check, Gift Certificate, Credit Card (Visa or Master Card).

### **Who is considered a resident? What do I need to bring to prove that I am a resident?**

Any individual residing within the corporate limits of the City of Groveport. This includes any home/condominium/apartment within taxing district #185. Please be advised that your address may state "Groveport", but you may or may not live within the corporate limits. Individuals are required to provide a valid Ohio Driver License or State ID Card accompanied by a Groveport Water Bill, another utility bill or tax bill.

### **Who is considered a corporate resident? What do I need to bring to prove that I work in the City of Groveport?**

Any individual that lives outside the City of Groveport corporate limits, but is employed within the corporate limits of the City of Groveport. Individual is required to provide a recent pay stub (within the last 30 days) showing the person's name, business address and City taxes withheld. Individual must also provide a valid company photo ID card.

### **Why do non-residents pay more?**

Residents pay property tax to the City of Groveport. Corporate residents pay income tax (2%) to the City of Groveport. As a result, residents and corporate residents are afforded a substantially lower rate.

### **But I pay Groveport-Madison School District taxes. Why can't I get the resident rate?**

The City of Groveport and the Groveport Madison School District are separate entities. The Groveport Madison School District goes well beyond the boundaries of the City of Groveport. The Groveport Madison School District services students from Groveport, Madison Twp., Obetz, Columbus and Reynoldsburg.

**Who is considered a senior citizen?**

A senior is a person 55 years of age or older.

**Who may be included on my household pass?**

Household is defined as: a). a married couple with or without children residing at the same address OR b). two adults (regardless of sex) with or without children residing at the same address OR c). single adult with one or more children residing at the same address.

*NOTE:* Children must be residing in the same household, claimed on the adult’s most recent federal income tax return **AND** if of age, must be enrolled in elementary, middle school, junior high school, high school, university, college or trade school at the time of the purchase. Proof of enrollment is required at registration.

*NOTE:* There can be no more than two adults (25 - 54 years of age for these purposes) in any household.

If your household members have different last names, you will be required to provide proof that those persons are in your immediate family. Such proof may include marriage license, custody papers, etc.

**How long is the Season Pass?**

The pass is valid from the time the outdoor water park opens for the season (tentatively Memorial Day weekend) until the time it closes for the season (tentatively Labor Day).

**Can I cancel my Season Pass at any time?**

Season Pass cancellations will NOT be granted and pro-rated refunds will not be given, except for the following hardship cases. Requests are reviewed on a case by case basis.

- **JOB TRANSFER OUTSIDE A 25-MILE RADIUS OF THE GRC.** Patron is required to provide a letter from his/her Human Resource Dept. stating that he/she has been transferred within the same company. Patron is required to provide forwarding business address and phone number for verification.
- **RELOCATION/MOVE OUTSIDE A 25-MILE RADIUS OF THE GRC.** Patron is required to provide mortgage/lease documents (proof of move) with new address and phone number for verification.
- **MEDICAL CONDITION OF AN INDEFINITE NATURE.** In the case of medical condition, the following options are available: (a). Patron may receive a pro-rated refund if member provides a letter from his/her physician stating that patron has a medical restriction of an indefinite nature. (b). Patron may request to have their pass “put on hold” provided that patron provides a letter from physician stating how long patron is on the medical restriction (note: limited to no longer than six months).

**In the event that I can no longer use my Season Pass, can I transfer my pass to another immediate family member?**

Decisions are made on a case by case basis. Please submit your request in writing to:

Recreation Director  
City of Groveport  
7370 Groveport Rd.  
Groveport, OH 43125

**If I have extenuating circumstances and would like to request the cancellation of my Season Pass, what do I need to do?**

Please send a detailed letter explaining your circumstances and why you would the City of Groveport to consider your request. Please submit your request in writing to:

Recreation Director  
City of Groveport  
7370 Groveport Rd.  
Groveport, OH 43125

The Recreation Director will review your request with the City Administrator on a case by case basis. The City of Groveport will make you aware of a decision in writing typically within a two-week period.

**How can I add someone to my Season Pass?**

If a passholder wants to add someone to an existing pass, a prorated withdraw of the current pass will be conducted and a new pass type will be sold. Since this is a more complicated transaction, please ask to speak to our Administrative Assistant.

**Can I pay for my Season Pass monthly?**

Considering the short length of the outdoor pool season, all fees are due at the time of sale.

**I have been a passholder in the past. What do I need to do in order to renew my season pass?**

Since all of our passes are seasonal for the Groveport Aquatic Center, passholders are required to complete a new contract, just as you did when you first became a passholder. Proof of residency for Groveport residents is required. This keeps our files up to date, protects our residents and ensures that they continue to receive the lowest possible rate. All season passes are sold at the Groveport Recreation Center. Contracts may be printed from our website.

**As a passholder, can I bring a guest with me to the facility?**

Yes, anytime, provided that your guest purchases a day pass.

**What will I be issued when I become a Season Passholder and how do I “check-in” on a daily basis?**

You will be issued a receipt of your payment, a copy of the Facility Rules & Regulations, a copy of the Pass Policies & Procedures and a picture ID (passholder card). You are required to scan in with your card each time you enter the facility.

**What if I lost my GAC passholder card?**

To avoid any hassle at the front desk and to pass through our system in a more efficient manner, you should purchase another card for \$5.

**Can I purchase a Season Pass for someone else?**

No. However, you can purchase a gift certificate that can be used towards the purchase of an Season Pass.

**SWIM LESSONS**

**How old do you have to be to participate in swim lessons?**

Classes are offered for children as early as 6 months of age and up through adults.

**Do I have to get in the water with my child during lessons?**

A parent/guardian (mother; farther; grandparent etc.) must be in the water with our infant class. Our preschool classes and above are held without the guardian in the water.

**How do you determine what level to place my child?**

If you have not had class with us before, our Aquatics Coordinator or Swim Lesson Instructors will assess the ability of each student and place them in the appropriate level class.

**Do you have a swim team?**

The City of Groveport does not have a swim team. However, the Groveport Fighting Fish (a parent volunteer organization) swims out of our facilities during the summer months. For more information, please visit [www.groveportswimteam.com](http://www.groveportswimteam.com).

**Do you offer private or semi-private swim lessons?**

Yes.

**My child has been through all of the levels. What is next for her/him?**

Lifeguard Readiness class or swim team.

**Why can't I sign up for multiple sessions at one time?**

If an individual were allowed to sign up for multiple sessions at one time, this would not allow others the opportunity to partake in swim lessons.

**I was put on a wait list, how do I get into the class?**

The Aquatics Coordinator will contact you should space become available.

**Are the instructors qualified to teach my children?**

All of our instructors are American Red Cross Certified Water Safety Instructors. Our instructors must teach classes in order to maintain their certification.

**My child does not seem to get enough attention in class who do I speak to?**

Our classes are monitored by our Aquatics Coordinator (614-836-1000 ext. 1512). In the event that he/she cannot be reached, please contact our Aquatics Manager at 614-836-1000 ext. 1510.

**When are lessons?**

Lessons are year round

Indoor Lessons                      Tuesday & Thursday evenings, Saturday mornings

Outdoor Lessons                      Monday – Thursday (a.m.) for two weeks at a time

**Why can't I be on the pool deck to watch my child?**

Our staff requests that parents remain outside the pool area to prevent from distracting the children.

**SWIM WEAR & FLOTATION DEVICES**

**Are patrons required to wear a lined bathing suit?**

No. However certain swim attire rules are in effect. Patrons are always encouraged to wear a clean lined bathing suit.

**What must MALES wear?**

Bathing suit or short that has a drawstring and must cover one's bottom and genitals. Suit/Shorts must be worn on the waist. Underwear may not be visible.

**What must FEMALES wear?**

Bathing suit or swim wear that covers one's bottom, genitalia & breasts. If shorts are worn, they must have a drawstring and cover one's bottom & genitalia. Shorts must also be worn on the waist. Underwear may not be visible. Bras (including sports bras) may only be worn if under a colored shirt.

**What may NOT be worn?**

Soiled clothing, suits/shorts with holes/rips/tears, cut-offs, thongs & transparent fabric.

**Can t-shirts be worn in the water?**

Yes, except when using the slides and/or diving boards. "Rash Guard" (tight shirts) may be worn on the slides & diving boards.

**What are persons that are not toilet trained or incontinent required to wear?**

These persons must wear a clean diaper/disposable swim diaper covered by separate rubber/vinyl pants, all of which must fit snugly around the legs and waist and then covered with swim wear. If the diaper becomes soiled, the person must exit the pool immediately and may not return until he/she has taken a soap shower and has been covered with a new diaper with clean rubber/vinyl pants.

**Why can't my child wear "inflatable water wings"?**

Inflatable water wings provide a false sense of security and can easily come off in the water. Baby-seat floaters, suits with built-in flotation devices and water noodles are also not permitted. All flotation devices (life vests) must be U.S. Coast Guard approved.

**Does the facility have U.S. Coast Guard life jackets for persons to use?**

Yes, but only a limited supply.

**Can I bring my own raft to use?**

No.