

# FAQS:

## Frequently Asked Questions

When do I get a key or code to enter clubhouse?

Code will be released the evening before during winter rental hours via email. You email [sonterrapool@gmail.com](mailto:sonterrapool@gmail.com)

How early can we set up for rental?

The lifeguards open 1 hour before pool opening time, you may begin setting up at that Time. For second rental time, you may enter the clubhouse when the party before has finished cleaning up.

When do I get my deposit money back?

As stated in the paperwork signed by the renter, it will be mailed from Austin office 60 days after the rental date.

What happens in the event of a rain out?

There are **NO** reimbursements for a rain out with a clubhouse/pool rental. An alternative date may be chosen depending on time of rain out, but **NO** reimbursements will occur. The clubhouse will **NOT** be shut down in the event of rain.

What determines a rainout that requires the pool to close?

The lifeguards use their judgement to determine the closing of the pool, based on weather information provided. A rain check will be issued to those that paid to enter pool.

What happens when lightning has occurred?

Once the lifeguards see lightning or hear thunder they are to clear the pools. All swimmers must take cover and wait for 30 min. If no lightning is seen at the end of the 30 min swimmers can re-enter the pool.

Are flotation devices allowed?

NO. Only personal floats that small children wear are allowed. (floaties, small fitted tubes, etc.) No large floats of any kind will be allowed inside the pool area.

Can outside food/drink be brought into pool area?

YES. Outside food/drink may be brought into pool area.

Is alcohol allowed in pool area?

NO. Absolutely no alcoholic beverages are allowed outside of clubhouse area in pool deck area. Customers will be asked to leave if they do not follow this rule.

Is smoking allowed in pool/clubhouse area?

NO. There will be no smoking allowed in the pool/clubhouse area. Vaping is allowed in the pool area (please be respectful of others) Customers will be asked to leave if they do not follow this rule.