

CHESTERFIELD FAMILY AQUATIC CENTER

WEATHER AND ATTENDANCE POLICY

The Chesterfield Family Aquatic Center in correlation with Chesterfield Parks, Recreation and Arts Department will be closed for the following weather related reasons:

Lightning or Thunder: If lightning is sighted and/or multiple thunders is heard then the pool will be closed immediately and will remain closed until 30 minutes after the last indication of thunder or lightning. Every 15 minutes the weather conditions will be re-evaluated. If the pool has been closed for over an hour then the Manager on Duty has the option to close the pool for remainder of the day with the approval of Recreation Manager. Opening of the facility may be delayed due to storms. Please check our Social Media and Hotline for up to date information.

Temperature: To open the aquatic facility for recreational swim the air temperature must be at least 72 degrees by 30 minutes before scheduled opening time. If it is not 72 degrees by 30 minutes before scheduled opening time we will reassess one hour after scheduled opening time. If at that time the air temperature is not 72 degrees the pool will remain closed for the day. If the air temperature reaches 72 degrees by one hour after scheduled opening time, the pool will open two hours after scheduled opening time with the approval of the Recreation Manager.

Rain: The aquatic facility will be open during rain but must be closed immediately if the lifeguards are unable to see the bottom of the pool. The facility will remain closed for 15 minutes and then will be reevaluated for visibility. If the facility has been closed for over an hour then the Manager on Duty has the option to close the facility for remainder of the day with the approval of the Recreation Manager.

Tornado Warning: During a tornado warning all pool patrons must enter the respective restroom or leave the facility. If a patron is under the age of 18 and is without a guardian they must enter their respective restroom. Once in the building, patrons will follow the instructions given by the pool staff on how to perform tornado procedures. The pool will be closed immediately and will remain closed until 30 minutes after the last warning.

Aquatic Facility closings are at the discretion of the Manager on duty, Recreation Manager and/or Superintendent of Recreation. Chesterfield Parks, Recreation and Arts Department has the right to close aquatic facilities due to weather forecasts. All closings will be communicated through the Hotline (636) 537-4770 ext 4 and/or social media. Signs will also be posted at the front gate of closed facility.

Rain Check Policy: Rain checks will be issued when the pool has been cleared. The aquatic facilities will remain open until the Manager on Duty makes the decision to close for the day.. Guests MUST present their receipts for all individuals wanting to receive a rain check. Guests requesting a rain check MUST have been in the park for less than 1 hour to receive a rain check. In order to receive a rain check, you MUST show your receipt (all receipts have a time stamp on them.) A rain check will expire on the last day of the season and is only redeemable at the Chesterfield Family Aquatic Center. There will be absolutely NO REFUNDS.

Low Attendance Policy: During periods of low attendance, Chesterfield Parks Recreation and Arts has the right to close facilities or various attractions and/or pools within the facility. If a facility closes due to periods of low attendance, guests may receive a rain check if they have been within the facility for less than 1 hour. Guests MUST present their receipts for all individuals wanting to receive a rain check. There is a time stamp on the receipts; this is why you must keep your receipt. A rain check will expire on the last day of the season and is only redeemable at the Chesterfield Family Aquatic Center from. There will be absolutely NO REFUNDS.

Due to staff availability, we may not be able to open Chesterfield Family Aquatic Center during the week (Mon-Fri) early or late in the season.

Closing date subject to change depending on staff availability.

Policy for closing Outdoor Pools: As a matter of policy, our managers have the authority to close CFAC early due to rain or cool temperatures. On days when the weather is not conducive to swimming, our managers have also been given the discretion to close the pools early if attendance is poor.

Program Weather Policy: Every effort will be made by Chesterfield Parks, Recreation and Arts to hold programs (Examples: Swim Lessons, Swim Team, special events) that start and end during the aquatic facility's adjusted hours. Aquatic programming cancellations are at the discretion of the Manager on duty, Recreation Manager/Specialist and/or the Superintendent of Recreation. Rain-outs will be communicated through the Hotline and Social Media. Depending on the program there will be a make-up day or refund granted. All decisions concerning make-ups and refunds are at the discretion of the Manager on duty, Recreation Manager/Specialist and/or the Superintendent of Recreation.

If you have any questions please do not hesitate to contact Chesterfield Parks, Recreation and Arts Department

P/636-812-9500

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