

Aquatic Facility Weather Policy:

The Aquatic Facilities at Wentzville Parks and Recreation will be closed for the following weather related reasons:

Lightning or Thunder:

If lightning is sighted or thunder 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.

Opening of the facility may be delayed due to storms.

Temperature:

To open the aquatic facility for recreational swim the air temperature must be at least 70 degrees by one hour before scheduled opening time. If it is not 70 degrees by one hour before scheduled opening time we will reassess one hour after scheduled opening time. If at that time the air temperature is not 70 degrees the pool will remain closed for the day. If the air temperature reaches 70 degrees by one hour after scheduled opening time, the pool will open two hours after scheduled opening time.

Rain:

The aquatic facility can 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.

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, Aquatic Supervisor and/or the Director. Wentzville Parks and Recreation has the right to close aquatic facilities due to weather forecasts.

All closings will be communicated through the Rain-Out Hotline ((636)322-6020). 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 and has remained clear for at least 60 minutes after the manager on duty has made the announcement to exit the pools. The aquatic facilities will remain open until the Manager on Duty makes the decision to close for the day.

After 60 minutes, guests can receive a rain check to visit the park on a different day during the season. 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 2 hours 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 aquatic facility that the check was received from.

There will be absolutely NO REFUNDS.

Low Attendance Policy:

During periods of low attendance, Wentzville Parks and Recreation 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 2 hours. 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 aquatic facility that the check was received from.

There will be absolutely NO REFUNDS.

Program Weather Policy:

Every effort will be made by Wentzville Parks and Recreation to hold programs (Examples: Swim Lessons, Aqua Classes, 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, Aquatic Supervisor and/or the Director.

Rain-outs will be communicated through the Rain-Out Hotline. 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, Aquatic Supervisor and/or the Director.