

## Upland Lane Reservations FAQ

**1. How many days in advance can I book my lane reservation?**

Members can book their lane reservation up to 7 days in advance.

**2. What is the minimum amount of time needed to book a reservation before I swim?**

Members must reserve a lane at least 5 minutes before they plan to swim.

**3. Can I double book a reservation if there's room available?**

Please do not double book a lane reservation if there's room available as we want to make sure each member gets a fair chance at using our pool.

**4. How long can I swim for?**

Each swimmer can swim for a maximum of 1 hour at a time.

**5. What if there's room available in the lap pool and I'd like to stay longer than an hour?**

If there is room in the pool once your time is up, please let the lifeguard on duty know and we will see if we can possibly extend your swim time.

**6. What if the person shows up for the lane I'm currently swimming in once I was granted additional swim time?**

As soon as the member who has a reservation shows up, you must vacate the lane.

**7. Does this reservation system cost money?**

This service is free for our members to use.

**8. Why do I need to reserve a lane, can't I just come in and swim if there's room available?**

A lane reservation is required to swim at our facility to ensure the safety of our members during the COVID pandemic. We also want to guarantee that everyone has access to use our pool.

**9. Can I cancel my swim lane reservation?**

If it is 48 hours BEFORE your scheduled reservation start time, please cancel your reservation online.

If you CANNOT cancel before the 48-hour grace period, you will be charged a \$10 late for each reservation that is cancelled AFTER the 48-hour time frame.

A no show is considered the same as a late cancellation.

**10. How can I reschedule my swim lane reservation?**

If you would prefer to reschedule your swim lane reservation, please refer to your email confirmation of your current reservation and select "click here" where it prompts you to make changes to your booking.

Any rescheduled reservations made under the 48-hour grace period will be charged a \$10 late fee.