

Booking Tips for Swim Sessions

Step 1 Find and click on "Request Booking Icon" from book online page:

<https://www.crescentsonterra.com/book-online>

Pool Reservation

2 hr

Request to Book

Appointment (POA Members Only)

Step 2 select Date – Currently are activated 3 days before the day and time of the session.

Jul 2020 < > Today All Staff Do not use

Bookings will open 3 days before the session starts

| Sun. | Mon. | Tue. | Wed. | Thu. | Fri. | Sat. |
|------|------|------|------|------|------|------|
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |

Switch between next or previous month or week

Select Day you want to book first

Switch between week / month Weekly view

Step 3 Select Time of session

Bookings will open 3 days before the session starts Note activation timeframe

| Sun. | Mon. | Tue. | Wed. | Thu. | Fri. | Sat. |
|------|------|------|------|------|------|------|
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |

Monthly view

Morning Afternoon Evening

10:30 am 1:30 pm 4:00 pm 6:30 pm

Review Your Booking

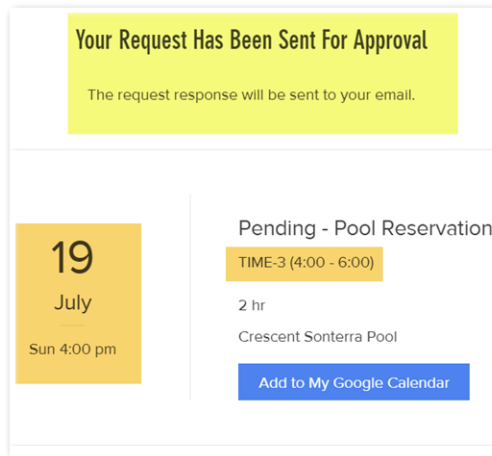
These are the session times.
When too early to register they are shown with only a light shade
When Activated they are regular print.

Booking Tips for Swim Sessions

Note: If sessions have closed, you will see a note that day or time is not available.

Be sure to verify your booking in the following ways:

Step 4 – Verify you selected the correct date and time by checking the online response



Note that the message not only tells you to check your email for a response, but it lists the date and time you selected when you booked your request. This can alert you to an error.

Step 5 – Review your email for a message like this one:

Hi,
Thanks for requesting to book. We'll get back to you soon. Here are the details of the session you requested:
Pool Reservation with TIME-3 (4:00 - 6:00)
When: Sunday, July 19, 2020 4:00 PM CDT

Again, you have a second opportunity to spot an error.

Step 6 – Watch for an email confirming that you are booked.

This is the most important of the 3 notices you will receive as it indicates that your booking has been placed on the list the lifeguards receive. In rare circumstances it could also indicate that your booking was denied, which would save you an embarrassing trip to the pool.

Please note that the **NAME** listed on these emails is what will be printed on the pool list and if an adult family member other than that person shows up at the pool they may be asked for identification or some proof that they are in your family. It is a good idea to

Booking Tips for Swim Sessions

send a copy of your approval form or other documentation with that person to the pool. The lifeguards do not have access to the POA master list and in addition this list only provides the actual owners names.

SAMPLE Confirmation Email (message may vary)

Hi, Your appointment is all set.
If you have any questions, feel free to get in touch.
See you soon!
Here are the details:

Pool Reservation with TIME-3 (4:00 - 6:00)
When: Sunday, July 19, 2020 4:00 PM CDT

Where: Crescent Sonterra Pool

Owners Full Name - Needed to confirm membership: Sample Message
Email - This field used to respond to your request: "Your Email Address Here"
Phone Number (Used to send SMS text messages): Your Phone Number Here
Please enter the total number of participants in your family:: 5 (Number of Participants you entered)
Enter your OAKS Street number and Street name here. : "Your Address Here"
Question or Comment (Not Required): You can add an additional message here if needed.

Where do I find answers to Frequently Asked Questions like these?

Q: When will I receive my approval email?

Q: Can I transfer my scheduled session to another homeowner?

Q: How do I cancel a session I have booked?

Q: Can I switch to a different session?

Q: Can I schedule more than one session?

Q: If members don't show up for their session, can I just walk in?

Q: If I can't get the system to work and make a reservation how do I get help?

Q: How come I can only schedule a session 3 days in advance but not less than 24 hours before?

Q: Why can't I have a birthday party for my child at the pool?

Q: How do I complain about something or make suggestions?

Go To THE FAQ Tab at:

www.crescentsonterra.com

Reminders to review Before coming to the pool.

1. **Have I received my Confirmation Email? Check the date and time to be sure you are going on the right day and at the right time.**
2. **Don't forget your face mask! Required to enter pool area and used when not able to social distance at the cabana or poolside.**
3. **Review the Health Survey before leaving the house. If you do not pass the survey then stay at home.**
4. **If your name does not match registered member, be sure to bring identification for the lifeguards. Remember there must be an adult in charge of your family group. Adult should be family member in residence and should stay with younger family members to supervise. Remember that visitors from outside your family are not allowed.**
5. **Be prepared for a temperature check and review of the health survey when entering the pool cabana.**
6. **You are not required to get there at the beginning of the session, but will need to leave when the session ends. The entry process is already distracting lifeguards from their primary purpose of pool safety so don't make multiple exits and entrances to the pool.**
7. **Don't bring large flotation devices or toys as they make it more difficult to social distance. You need to be sure your children understand 'social distancing' especially when in the water without masks.**
8. **Listen to the Lifeguards and follow their directions.**