



2018 Paradise Cove Season Pass Terms of Use

Parks & Recreation- 859-623-8753
Pool Phone Number-(MAY-SEPT) 859-626-POOL ext: 0
<http://pool.richmond.ky.us>
www.facebook.com/paradisecoveky

DISCOUNTS

1. A Paradise Cove Season Pass is a discounted rate for admittance to the Paradise Cove Facility. There are no additional membership benefits.
2. On days where the facility has reached maximum occupancy of 1100, season pass holders may have to wait in line to enter the facility. The Fire Marshall sets the maximum occupancy for the facility.
3. Families with 4 or more children are eligible for a discounted rate if they purchase a season pass for two adults in the family and three additional children or one parent and four children. Discounts are only available in person at the Parks & Recreation Offices and parents must bring legal proof of guardianship or a copy of the birth certificate to be eligible for a discount.



**2018 Season Passes Holders
Accounts with no pictures will be placed on hold and will be denied
access to the pool.**



REQUIREMENTS

1. Season Passes can be purchased online at pool.richmond.ky.us or in person at the Richmond Parks & Recreation Department– 345 Lancaster Ave (Mon-Fri 8am-4pm)
2. All Pass Holders MUST have a picture on file. Email pictures with individual's name to parksandrec@richmond.ky.us All season pass holders without a picture on file will have their account placed on hold until a picture is received.
3. Each Pass member will receive a Key Tag with a barcode for entry into the pool and must scan tag for entry. This will be linked to your account. All Season Pass Holders can check in by swiping the card and by the staff verifying your picture.
4. **KEEP YOUR KEY TAGS EACH YEAR!** Replacement key tags can be purchased for \$2 each. Beginning in 2018, one replacement key tag will be issued if needed. A note will be placed on your account and in 2019, replacement key tags can be purchased for \$2 each (or if lost this year). Please bring your key tags to check in at the front desk of the pool using our season pass scanner.
5. Any children, ages 13 & under, must be accompanied by an adult or someone 16 years of age or older. If children ages 13 & under attempt to enter the pool facility without an adult, access will be denied and they will be required to contact a parent/guardian to pick them up. Parents/guardians that drop off their children must make proper arrangements to pick up their children no later than the close of the facility.

HOURS OF OPERATION

1. Paradise Cove will be open Mon-Sat from 11:00am-7:00pm, 1:00pm-6:00pm on Sundays.
2. Memorial Day and Labor Day hours are from 11:00am-7:00pm.
3. At the end of the pool season (in Aug), when Madison County Schools are in session, the facility will ONLY be open on Saturdays & Sundays.
4. On occasion, various groups might utilize the facility which would close down the pool to the public and season pass holders. An email will be sent to all registered Season Pass Holders and will be posted at least one week in advance at the facility. Please be sure to supply a valid email and check our Facebook page for updates.

POOL CLOSURES

1. In the event of a fecal contamination in the pool, the pool may close from one hour up to 48 hours depending on the severity, in order to properly sanitize the effected area.
2. In the event of a thunderstorm or other weather related event, the pool will close and no refunds will be issued. The pool will reopen as soon as safely possible. In the event the facility is closed for inclement weather, all patrons are required to leave the premises and/or make arrangements for transportation.
3. There will not be information on the website in regards to fecal or weather related closures. Occasionally this may be posted on our Facebook page, but this is not guaranteed.

SWIM ATTIRE

1. All children who are not potty trained must wear a swim diaper and vinyl pants in the facility. Vinyl Swim pants and swim diapers will be available for purchase at the front desk or concession stand.
2. Swim Suits and swim shorts will be the only attire approved for this pool. The intent of enforcing a swim attire policy is to maintain a clean, safe and inviting environment for our patrons. Non-swimwear clothing can create problems with water clarity, disinfectant systems and water filtration. The more cotton-like clothing present in a pool, the cloudier the water can become, which makes it an unsafe environment for ALL swimmers using the facility.
3. Our establishment respects each patron's need for modesty and religious compliance, but to be fair to ALL persons using the pool we must enforce swimwear attire consistently for all patrons. Shirts and/or shorts can be worn over swimsuits as long as they are made of a nylon or lycra material.
4. The following is NOT acceptable swim attire: T-shirts, bras, sports bras, sport shorts, basketball shorts, jerseys, cut off jeans or other cotton materials, shorts or cover-ups worn over swimwear that is not made of swim suit material, underwear or jock straps worn under swim suits or shorts, thong bikinis or suits that are deemed too revealing by pool staff for a family environment.

LAP SWIM

1. Lap swim can be utilized every hour during breaks or by talking to the lifeguard staff on duty.

UNDERAGED CHILDREN

1. When meeting another adult at Paradise Cove who will be supervising your child, that adult must come to the front desk and take the children into the facility. No one will be allowed to enter the facility without paying an admission fee.
2. Parents leaving their children at the facility with an adult that is not considered a legal guardian should insure that their child has a phone number where they can immediately be contacted in the event of an emergency.

VIDEO TAPING

1. Video taping at the facility shall only be conducted with the express written consent of the City. Digital camera or other camera usage must be approved by authorized Paradise Cove Staff.

VIOLATIONS

1. Person(s) who habitually violate the rules and regulations, or those patrons that continue to exhibit behavior that is deemed unsafe, or inappropriate will be asked to leave the facility, with no refund due. Repeat offenders will not be granted access to the facility and will not receive a refund. The City of Richmond reserves the right to suspend all season passes in the event that rules and regulations have been broken.

ADVENTURE FALLS COMBO PASS

1. Adventure Falls Miniature Golf Passes will be offered individually online or in person and can be combined with a Pool Pass. The passes are for mini golf only, not valid for batting cages. Key tags can be used to check in at both locations. Check the website for hours of operation.

REFUNDS

1. Refunds, coupons, or other non-monetary items will not be given due to any pool closures. We realize that this is an inconvenience for everyone, and we apologize for the situation. However, the City of Richmond cannot prevent these situations. These incidents occur in every public water facility.
2. No refunds of any form will be given to Season Pass Holders after June 15. If a refund is needed before this date, the season pass holder must complete a "request for refund form." If granted, any usage of the facility, the cost of materials, plus a \$5 processing fee will be deducted from the prorated refund. Any and/or all requests for refunds will be at the sole discretion of the City, and all decisions will be final.

OTHER RULES AND REGULATIONS

1. All rules and regulations posted at Paradise Cove apply.
2. All terms of use are subject to change.
3. NO OUTSIDE FOOD OR DRINK!

Paradise Cove is a Division of the
City of Richmond Parks & Recreation Department
345 Lancaster Ave
Richmond, KY 40475
859-623-8753
email: parksandrec@richmond.ky.us

Updated 12/11/17