



2024 Member Handbook

The mission of the Seven Hills Swim & Tennis Club is to provide a safe, clean, fun, and family-friendly environment for members and their guests. We look to all members of the club to follow the rules as laid out here as well as following the direction from all club staff who are essential to maintain a fun and safe environment throughout the year.

General rules

- Members and guests of the pool and clubhouse must check in via Membersplash at the front desk upon arrival.
- Members and their guests using the tennis courts must reserve court space via CourtReserve.
- Members must accompany their guests at all times.
- Seven Hills provides the following activities at the club (the “approved activities”):
 - Pool and clubhouse access
 - Swim and dive team programming and competitions
 - Tennis programming and competitions
 - Bocce courts and competitions
 - Pickleball courts and competitions
- All activities that fall outside the approved activities must be authorized by the board or by extension the staff of the club. No member may use the club’s facilities for activities other than the approved activities or otherwise approved by the board.
- Club managers and staff are authorized to enforce the club’s rules and maintain the safety of the grounds as they see fit. The authority of these individuals extends to all areas of the club including the grounds, parking lots, club house, pool area, and common areas. Members are expected to follow the instructions of lifeguards, coaches, managers, and program directors at all times.
- All parking lots and parking spaces are to be used only for vehicular parking and members are not permitted to use the parking lots for any sports activity, recreational use, or any other use which may impose additional liability on the club.
- No glass or breakable containers are allowed anywhere in the pool area or clubhouse.*
 - Please also see alcohol policies in this document.
- Lap lanes are for lap swimming and swim lessons only.

* Events held at 7H that remain inside the clubhouse with no use or access to the pool area may be granted an exception at the discretion of management.

Construction

- Seven Hills will be undertaking construction projects on site throughout the next 12 months.
- Members are required to stay out of all construction project areas at all times.
- Managers and staff may give instruction or direction to members to exit project areas at any time.
- Members are responsible for being aware of their surroundings at all times, to follow posted signs, schedules, and direction on site, and to review electronic communications of construction updates to ensure the safety of their family as well as our community.

- Managers and staff may provide assistance moving children from the pool to the tennis courts and back throughout the day to avoid areas under construction if staffing permits.

Pool and Clubhouse Rules

- A parent or appropriate guardian must be in the pool and within arm's reach of any child who is a weak swimmer, including those using flotation devices.
- Children ages 5 and younger and all non-swimmers must be accompanied by an adult at all times.
- Children ages 5 and younger and anyone between the ages of 5-12 that has not passed a swim test are only allowed in the main pool with adult supervision.
- The club will provide wristbands for children who PASS the swim test, **which must be worn at all times.**
- Parents and guardians must immediately notify the manager on duty if a child vomits or has a bowel movement (even if a swim diaper is worn) in either pool or on surrounding deck areas.
- Only swimmers who have passed the swim test and are wearing a wristband may use the diving boards.
- Wet swimsuits are not allowed in the clubhouse. The floors are very slippery when wet.
- Breath-holding games are not allowed.
- Flips, back dives, backwards jumps, spins, cartwheels, or other dangerous moves are not allowed from the side of the pool. Tricks and specialty dives will only be allowed off the diving boards at the lifeguard's discretion.
- Except in an emergency, do not sit or hang on lifeline or lane ropes.
- Excessive horseplay is not allowed in or around the pool or inside the clubhouse.
- No running is allowed on the pool deck or inside the clubhouse. Always walk.

Weather

- Staff will suspend swimming and diving due to threats of inclement weather and during heavy rainfall.
- All patrons must clear the pool when thunder is heard and clear the pool and deck when lightning is observed.
 - This regulation is given by the American Red Cross Lifeguarding course, under which our pool staff is trained and certified.
- Lifeguards will notify members when 30 minutes have passed since the last sign of thunder or lightning before re-opening the pool.
- If inclement weather persists for the majority of the day, leaving little opportunity for swimming, the pool and clubhouse will close no later than 6 p.m. on Saturday through Thursday, and no later than 7 p.m. on Friday. Closing times are at the discretion of Seven Hills staff.
- Please plan your visits in advance; the Seven Hills Instagram or Facebook page will have updates on inclement weather conditions. You can also call the pool office for early closing information.

Public Spaces and Picnic Areas

- Please be considerate of those with dangerous food allergies. The eating area by the snack bar is a nut-free area.
- Gum is not allowed.
- Drinks are allowed at your chairs.
 - Drinks are **not** in either pool or within 6 feet of either pool by order of the Metro Health Department.
 - Please also see the alcohol policy in this document.
- Toys should be designed specifically for pool use and are permitted at the discretion of the lifeguards.

Pool and pool clubhouse hours

- Sunday: 12:00 p.m. – 8:00 p.m.
- Monday - Thursday: 10:30 a.m. – 8 p.m.
- Friday: 10:30 a.m. – 9:30 p.m.
- Saturday: 10:00 a.m. – 8 p.m.

The pool always closes 15 minutes before the facilities. Please respect our staff by exiting the pool and the property at the appropriate closing times.

The pool will be closed periodically for swim and dive meets. Dates and times will be shared via email and newsletter.

Visit sevenhillsclub.com to sign up for our newsletter so you can be informed of closing dates, social events and fun ways to get involved with the club.

If inclement weather persists for the majority of the day, leaving little opportunity for swimming, the pool and clubhouse will close no later than 6 p.m. on Saturday through Thursday, and no later than 7 p.m. on Friday. Closing times are at the discretion of Seven Hills staff.

In inclement weather, please visit the Seven Hills Instagram or Facebook page, or call the pool office for early closing information and be prepared to make arrangements for your children to be picked up prior to closing times.

Diving well / diving board rules

- Only swimmers who have passed the swim test and are wearing a wristband may use the diving boards.
- Diving is only allowed in the diving well or deep end of the main pool (exceptions are during swim meets and swim team practice for diving off the blocks).
- Inappropriate use of the diving well area may result in serious injury. Please familiarize yourself with the changing water depths and slope of the diving well bottom before diving, and use caution at all times.
- Diving boards may be closed at certain times to allow for dive team practice or deep-water games.
- Swimming is not permitted in the diving well while the boards are in use.
- Only one person is allowed on any part of the diving board at a time. This includes ladders.
- Patrons must stay on the ground until the person in front of you jumps off of a diving board. Stay at the railing until the person in front of you is out of the pool. Be sure the area is clear before jumping.
- Only one bounce is allowed on any board.
- All dives and jumps must be made off the front end of the boards and not to either side.
- Swimmers must exit the pool at the closest ladder after diving. Do not swim across the well to the opposite ladder.
- No flotation devices, goggles, or other equipment may be used while going off the boards.
- Divers must pass a swim test before using the diving well. Weak swimmers should not enter the diving well.
- No one is allowed to catch a child jumping off either board. Only Seven Hills' swim instructors or coaches may be in the water to assist a child after jumping off a diving board.

Family / toddler pool rules

- Lifeguards are not required at the baby pool. Parents and guardians are responsible at all times.
- For any child age 6 or younger, parents or guardians must be present inside the baby pool gated area and children must be actively watched in these areas at all times.
- The family pool is reserved for children ages 6 and younger, and their parents/guardians.
- A parent or appropriate guardian must be in the pool and within arm's reach of any child in the baby pool, including those using flotation devices.
- Swim diapers are required for all infants and toddlers who are not yet toilet-trained. Swim diapers of all sizes are available for purchase at the front desk.
- Parents and guardians must immediately notify the manager on duty if a child vomits or has a bowel movement (even if a swim diaper is worn) in either pool or on surrounding deck areas.
- Please do not change diapers on the pool deck. Changing stations are in both lower level restrooms in the clubhouse.

Parent supervision and drop off policies

Children ages 12 and older:

- Children ages 12 and older may only be left unattended if they:
 - have strong swimming skills
 - have passed their 2024 swim test
 - are fully aware and capable of following all pool rules

Children ages 5 - 12:

- must pass a swim test each year in order to swim without a parent or guardian. If they do not pass the swim test, they are only allowed in the main pool with an adult in the pool within arm's reach, even if a flotation device is used.
- should have a buddy system as any child should never be left to swim alone
- must have a parent present on Seven Hills grounds
- must be checked in by a parent at the front desk

Children ages 5 or younger:

- must actively be supervised by a parent or guardian at all times. Actively supervised means that parents or guardians are in the water with children or **within arm's reach at all times even if a safety or flotation device is used**. Babysitters age 16 or older, or siblings age 16 or older may supervise children ages 5 and younger.

Parents will be contacted if a child does not meet the criteria to ensure the safety of all patrons. The club will provide wristbands for children who pass a swim test, **which must be worn at all times**.

In the event the club is closing early for inclement weather or the pool closes due to planned activities, please be prepared to make arrangements for your children to be picked up in a timely fashion before the announced closing times.

Zero tolerance policy

- Any individual member or guest will be barred from the club for the remainder of the year when any of the following offenses are committed. No refund or rebate of dues will be given.
 - Possession or use of any weapon on club property (law enforcement officials are exempt).
 - Physical or sexual battery of any person anywhere on club property.
 - Possession, use, selling, distribution or delivery of any manner of illegal controlled substances.
 - Underage possession or use of alcohol.
 - Other offenses affecting the health, safety or security of other members or guests.
- Members and guests are strongly encouraged to report any information they may have concerning a violation of these policies.

Alcohol and smoking policies

Seven Hills does not provide or serve alcoholic beverages of any kind.

Seven Hills is a smoke and vape free property.

No one may smoke or vape anywhere on the property.

If you are of legal age, and choose to drink alcoholic beverages at the pool, please remember the following:

- No glass containers are allowed.
- Be respectful of others, including members and guests who do not choose to drink.
- Drink only in moderation, and do so discreetly. Please take home all empty containers.
- No drinks of any kind are allowed within 6 feet of either pool.
- Never leave alcoholic beverages unattended and always keep them out of reach of children.
- Managers reserve the right to ask any intoxicated patron to exit the property.
 - Transportation services will be called at the discretion of the manager.