

Due to new public health guidelines regarding physical distancing and reduced occupancy, the water park and open "rec" swim/dive well area will be for use by advanced reservations only, using our online registration software, CivicRec. The information below will help guide you through this process.

What is the Anthem Community Council doing to help protect my health & safety? Staff at all ACC facilities will be temperature checked at the start of their shift, and will be required to wear face masks when interacting with the public. Plexiglass barriers have been installed at all of the customer service desks to enhance safety during face-to-face interaction, as well. Strict sanitation procedures are being implemented at all facilities & amenities, to be in compliance with CDC guidelines.

I have not previously registered online for any programs or facility reservations; how do I access my online account? Please call the Community Center first, and staff will provide a membership login (email) and password. If you create your own account using a different email than what may have originally been set up, it could lead to duplicate accounts and problematic registration issues.

If I have forgotten my password, what should I do? If you know the email that you used to set up your account, you can choose "Forgot Password" to create a new one. Or, if you need further assistance, you may call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) for a new password to be sent to you.

What if my CivicRec account doesn't work? If your account isn't working, please call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) and you will be able to receive assistance. Please DO NOT attempt to set up a new account; doing so could delay access.

How can I reserve a time to use the water park? At the end of this document is "How to reserve water park and rec swim." It will walk you through the process step-by-step. You also can call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) for staff to help walk you through the process over the phone.

Why am I having trouble making a reservation from my tablet or cell phone? During high-volume times, we advise that you use a desktop device if you are experiencing issues.

I live in the Country Club; do I have an account? Country Club residents are eligible for membership to the Community Center. If you have not done so previously, call the Membership Office (623-792-8624 or 623-879-3011) and make an in-person appointment to set up your membership account. Otherwise, follow the steps above.

Will there be reservation fees? There will not be fees for a reservation; the reservations are simply to ensure that we're staying below safe occupancy guidelines.

How do I cancel my reservation? Once the reservation completed, if it is within 24 hours, we are able to cancel the reservation so that other residents may reserve the spot. Please make every attempt to use the time that you reserve.

During what hours can I make reservations for open rec swim and water park? Residents may reserve time for the water park or open rec swim lanes in two-hour blocks daily, between 10 a.m.-6 p.m.

How many reservations can I make per day? Residents may reserve one, two-hour time slot up to 48 hours in advance. You may reserve up to two total timeslots (so, one time slot on two different days) at one time. As the summer goes on, if we find that there is capacity to alter this approach, we will do so to allow for additional times, if possible.

Can a family of two or more reserve multiple spots? Yes, you may reserve as many spots as you have active memberships for in your family. Therefore, if you are a family of five, for example, you may each reserve the same two-hour timeslot, if space allows. This will require an active account for every member of your family; see steps above.

Can non-residents reserve timeslots at the water park? Can we bring guests? Only residents with active Community Center memberships, and who are in good standing, may make a reservation. Until further notice, no guest passes are being issued.

Can water park and open rec swimmers also use the marked lap lanes? Lanes 1-4 (marked lap lanes) are available by reservation only. See the Lap Lane FAQ for more information.

What does “open rec” swim include? In addition to the water park, lanes 5-8 in the pool will be part of open and rec swim, as well as the diving boards and dive well area.

When should I arrive for my reservation? Reservations holders may arrive 10 minutes prior to their reservation time, but will be asked to wait until staff has completed the sanitation protocol before entering the pool area.

Where do I check in for my reservation? You will be required to enter the pool area through the SOUTH GATE adjacent to the parking lot.

Do residents have to wear masks at the pool? Masks will be encouraged for residents checking in or leaving. Residents will not be required to wear masks in the pool area; and should NOT use them in the pool or water park water.

Will locker rooms be available? Please arrive ready to swim in your swimsuits; the pool area restrooms and outdoor showers (for use while in full swimsuits) will be available if needed. Indoor locker rooms are being used for indoor fitness floor users, summer campers, etc. The Family Restroom will be available to pool users, as needed.

Will pool deck furniture be available? Lounge chairs will be available, but the number of chairs will be reduced and will be spaced six feet apart, based on guidelines issued by the governor and CDC. Tables and chairs will not be available.

How will social/physical distancing be enforced at the pool? We are encouraging families to stay six feet apart from others that they do not live with, and maintain proper distance (6-10 ft.) in all pool and waiting areas to the extent possible.

HOW TO RESERVE WATER PARK AND REC SWIM

Below are the instructions to register for available timeslots:

- Log onto OnlineAtAnthem.com, click the ‘Resident’ tab, and then click ‘Activity Registration’.
- You are now in the CivicRec signup area. Log in to your account (follow the “How to Log Into CivicRec” document if you have issues; do not attempt to create a new account). Call the Community Center (623-879-3011) if you cannot remember your login email.
- Once logged in, go to the ‘Aquatics’ tab on the registration page, click ‘Water Park and Rec Swim.’
- Select the time and date you wish to reserve.
- Select all household members that will be reserving spots.
- Hit the ‘Add to Cart’ button.
- Verify you have read the Water Park & Open Swim FAQ document.
- Agree to the Facility Waiver.
- Hit the ‘Check Out’ button.
- Click ‘Email’ to receive your confirmation email and the FAQ document.