



WEATHER POLICY

Weather Guidelines: Indoor Facility, Outdoor Water Park, and Outdoor Lap Pool

Opening and closing of the facility are subject to prevailing weather conditions, including cold weather, electrical storms, strong winds, and heavy rains.

The Aquatic Director's or designee's discretion may be based on inclement weather, low attendance, staffing, the safety of patrons, or unusual or unforeseen circumstances.

Reasons for Pool Closures

The Kingsport Aquatic Center may be closed for the following reasons:

- Inclement Weather
 - Air Temperature
 - Rain
 - Severe weather
- Other Closures
 - Low Attendance
 - Mechanical difficulties
 - Pool maintenance
 - The pool will be closed anytime there are unsafe conditions or a situation that would jeopardize the public health or safety of the people in attendance.

Inclement/Severe Weather Closures

The opening of the facility may be delayed due to weather conditions.

The Kingsport Aquatic Center reserves the right to suspend admissions sales when storms are nearby.

All conditions listed may lead to the closure of the outdoor facility/pools.

Air Temperature

- The air temperature must be at least 67 degrees by the scheduled opening time.
 - Opening may be delayed until a 67-degree temperature is reached.

Rain

- After opening, the Kingsport Aquatic Center will stay open during light rain.
 - Exceptions include: the rain prohibits the lifeguards from being able to see the bottom of the pool.

Severe Weather*

1. **Thunder:** If thunder is heard, then the pool will be closed immediately, and all pool patrons will be cleared from the pools for 30 minutes. The pool will remain closed until 30 minutes after the last indication of thunder. *
2. **Lightning:** If lightning is sighted, the pool will be closed immediately, and all pool patrons will be cleared from the pools and deck spaces for 30 minutes. The pool and deck spaces will remain closed until 30 minutes after the last indication of lightning. *



3. **Closure:** Outdoor Pools may close for the day if the following conditions exist:
 1. If heavy, steady rain precludes lifeguard visibility.
 2. If thunder or lightning persists for more than 2 hours.
 3. If thunder or lightning exists within 1 hour of closing.
 4. If the air temperature is less than 67 degrees.

Indoor Pools Policy during Severe Storms*

1. **Thunder and Lightning:** If lightning and thunder are directly overhead, the pools will be cleared and remain closed until the storm is ½ mile away for 30 minutes.
2. **Closure:** Indoor pools may close if the following conditions exist.
 1. If thunder or lightning exists within 1 hour of closing.

**** As recommended by the American Red Cross Advisory Council (ACFASP Advisory) and NOAA***

Tornado Warning

The pool will be closed immediately until 30 minutes after the last warning.

Re-Entry Policy for Inclement Weather

Guests may leave and re-enter the park as needed throughout the day.

- Re-entry will be granted with:
 - Kingsport Aquatic Center membership card
 - YMCA membership card
 - Wristband and receipt issued on the day of entry.
- No refunds are allowed due to inclement weather.
- If the pool closes for weather-related conditions, patrons may return the same day if the aquatic center re-opens. To re-enter daily admission guests will need to show their day-of-daily admissions receipt and wristband.

Rain Check Policy

- No refunds will be issued due to the rain.
- Guests requesting a rain check **MUST** have been in the park for less than 2 hours to receive a rain check.
 - During half-price admission hours, a half-price pass will be issued.
- Guests **MUST** present their day-of-daily admissions receipts for all individuals wanting to receive a rain check.

Please check our Facebook/Instagram and website (swimkingsport.com) for up-to-date information.

All closings will be communicated through the website (swimkingsport.com) and/or social media. Signs will also be posted at the front gate of the closed facility.