



Windermere Pool Membership Handbook

Revised 03.27.2023

www.windermerepoolwv.com

2308 Windham Road

P.O. Box 8233

South Charleston, WV 25303

Welcome	3
History	3
About	3
Who Owns the Pool?	3
Board of Directors	4
Facility Amenities	4
Membership Types	4
Swim Season	4
Hours of Operations	5
Early Closure of the Facility	5
Swim Team	5
Rentals & Reservations	6
Member Communications	6
Feedback	6
Health and Safety	6
Healthy Swimming	7
Fecal Release	7
Lost & Found	8
Service Obligation	8
Workdays	8
Occasional Jobs	9
Swim Meets	9
Appendix A: Policies and Procedures	10
Membership Types and Dues	10
Family Membership → \$ 588.50	10
Couple Membership → \$ 481.50	10
Single Membership → \$ 395.90	11
Lap-swimming Membership*	11
Application Process	11
Payments and Refunds	11
Membership	11

Other Payments	12
Admissions	12
Appendix B: Rules and Regulations	13
Age Requirement, Limitations & Supervision	13
General Conduct	13
Points of Order	14
Food & Beverage	14
Dumpster	14
Fecal Release or Vomit	15
Parking & Towing	15
General Pool Rules	15
Lifeguards	16
Appendix C: Board Members and Duties	16
President	16
Vice President Aboveground	17
Vice President Underground	17
Vice President of Membership	17
Secretary	18
Treasurer	18



Welcome

Windermere Pool is a private swim club nestled away in the Weberwood area of South Charleston built on a foundation of fun, fellowship, and community. You will find there is no better place in the area to swim, sun, and relax or to share good times and great events with family and friends. Come meet some new friends and neighbors or reconnect with some old ones. Relationships are built here!

History

Since 1954, Windermere has been a vital part of the community. Originally intended as a convenient amenity for neighborhood families, the pool has grown into a local tradition. Today's parents are now bringing their own kids to the same pool they grew up with. Over the years, the Pool has seen many changes, but we're still your best bet for spending some quality time with your family, friends, and neighbors in a safe and friendly environment.

About

Windermere is a 501(c)7 non-profit organization that operates and maintains a social club on a cooperative basis with its members. Windermere operates a seasonal swimming pool with a swim team and is available for activities such as fitness programs, family and adult centered special events, leagues and tournaments. Windermere is also available for semi-private & private rentals ranging from birthdays to corporate events.

Who Owns the Pool?

So... to answer the question, "Who owns Windermere?" You do! We all do! Windermere is a membership supported community club, which is managed, marketed and maintained by

the membership on a voluntary basis. Suggestions, ideas, creativity, comments, and compliments are encouraged!

Board of Directors

The business and property of Windermere Pool is managed by an unpaid, voluntary Board of Directors, which is elected by the membership and consists of no less than six (6) members who are elected to three-year terms. See [Appendix C](#) for details.

Facility Amenities

By far the biggest attraction of the pool is swimming! Windermere offers a 160,000 gallon pool with a **diving well** with a diving board and a semi-covered “toddler” **wading pool** for small children. The pool deck offers more than enough seating with loungers, (3) tables with chairs & umbrellas for the moments you need to escape the sun. Other seating around the pool area include a **large covered pavilion** with a charcoal grill, (4) picnic tables, (4) tables with umbrellas on the patio, and **a playground**. All options are perfect for gathering and eating some great food. These areas are available on a first-come, first-served basis. The pavilion can be reserved for a small fee.


Since we are talking about food, you are more than welcome to **bring your own food and beverages** onto the ground. We also have a **concession stand** making snacks and drinks available for purchase. Windermere also offers (as available), swim lessons, and hosts many **special events** & social functions during the summer season. Check the summer schedule posted on our website and Facebook page for updates!

Membership Types

The club offers annual membership plans. As a member, you are entitled to use the grounds per the member bylaws and regulations outlined in this handbook. See [Appendices A & B](#) for details.

Swim Season

The swim season starts the Saturday of Memorial Day weekend and runs through the Monday of Labor Day weekend, and unlike other Charleston area pools and country clubs, Windermere affords you the opportunity to bring your own food and drinks, *including* adult beverages. Our pavilion is available for the summer tradition of cooking out. You won't find a more affordable fun option in the Charleston area. Windermere traditionally hosts three



annual pool parties on the weekend of Memorial Day, Independence Day & Labor Day. As well as hosting movie nights, night swims, and family dance parties throughout the summer.

Hours of Operations

Monday 11:00 am - 8:00 pm

Tuesday 11:00 am - 8:00 pm

Wednesday 11:00 am - 8:00 pm

Thursday 11:00 am - 8:00 pm

Friday 11:00 am - 8:00 pm

Saturday 11:00 am - 8:00 pm

Sunday 12:00 pm - 7:00 pm

*Pool will close for home swim meets at 2:00 pm. Schedule will be posted in advance.

Early Closure of the Facility

Certain conditions, such as weather, swim meets, or fecal release may require closing the pool or the entire grounds early. All members and guests must comply with requests of the club's staff and any member of the Board to vacate the pool or grounds.

Swim Team

The Windermere Wizards swim team is an excellent way to introduce your children to the sport of swimming. Windermere has a long history of producing successful swimmers—just look at the old record board hanging at the entrance to the pool! We have been rebuilding our team over the past few years and have enjoyed new success.

The fee for swim team participation for members is \$50 per swimmer. For members with more than two swimmers, the fee will be capped at \$100. For nonmembers, the fee is \$100 per swimmer. These fees help offset expenses for the team.

Rentals & Reservations

Windermere offers rentals of the pavilion during regular swim hours for small to medium sized parties. The fee for rental is \$100 for 2 hours. All requests are considered on a first-come, first-served basis.

Member Communications

Winderemere uses email, Facebook, Instagram, and even TikTok to communicate with members of the pool. At least one person from each membership must be signed up to receive email, but we love communicating with all of our members. Email is used for official Windermere Pool communications only. We also issue a weekly Newsletter which is sent by email and posted on Facebook. Don't miss out on upcoming events, notice of pool closings, and general recaps/updates of all that's happening at Windermere! Also, we operate a Members Only Facebook Group. Request to join "Winderemere Pool Community Members" at <http://www.facebook.com/groups/windermerepool> .

Most other relevant information is available on our official website at www.windermerepoolwv.com.

Feedback

As a member, you have a say in how the pool is run. Please feel free to email any member of the board and set up an appointment to talk with us. There are also official opportunities to have a say. Run for board set or sign up to discuss topics at a regular board meeting or meeting of members.

We take our fellow members' experience at the pool very seriously and, as such, we encourage all complaints to be referred to the manager on duty. If you believe your concern is not being addressed please follow-up with a board member. In addition, please let us know how we are doing by emailing us at windermereinc@gmail.com.

Health and Safety

Windermere carefully follows the recommendations for Healthy Swimming, as established by the Centers for Disease Control and Prevention (CDC). However, Healthy Swimming behaviors are also needed to protect you and your kids from the threat of Recreational

Water Illnesses (RWIs). Learn more by visiting the CDC's website:

www.cdc.gov/healthyswimming/index.htm.

If you or a family member has health concerns, or questions, contact a member of the Board of Directors.

Healthy Swimming

Healthy swimming is everyone's responsibility. Admission will be refused to all persons having an infection, disease, open sore, cold, sore or inflamed eyes, nasal or ear discharge or with any communicable disease.

Remember:


- Supervise all restroom trips.
- Hand washing is particularly critical before eating and after restroom trips.
- Make sure your kids are washing their hands properly, thoroughly and often.
- Stay out of the pool if you have been sick, particularly if you have diarrhea and for 2 weeks after the diarrhea has ceased.
- All kids who have the potential for a fecal accident in the pool are required to wear a Swim Diaper and a Swimsuit. No regular diapers.
- Do not change diapers at the Club anywhere except the restrooms.
- If you are aware of a diaper failure, a fecal or vomit accident or see any fecal matter in the pool, please and immediately notify a lifeguard.
- Take your kids on bathroom breaks often. Waiting to hear "I have to go" may mean it's too late.
- Wash the body (particularly diaper age kids) thoroughly with soap and water before swimming (especially the rear-end).

Failure to comply with the above is subject to the following disciplinary action(s): warning, fine, suspension or loss of membership.

If you or a family member has health concerns or questions contact a member of the Board.

Fecal Release

When there is a release of fecal matter into the pool it will be closed and the water will be treated with chlorine, referred to as "shocking" the pool. This process takes the chlorine to a high level to kill all bacteria. This level is beyond what is safe for immediate swimming. Depending on the temperature of the water and the exact chlorine level reached it can take *days* for the levels to return to acceptable levels for swimming.



Please keep track of your young kids and make sure they are visiting & using the bathrooms regularly. This treatment cost upwards of \$500, not to mention lost revenues and more importantly your fellow members missed opportunity for FUN in the SUN!

Lost & Found

Minor items such as t-shirts, socks, towels, goggles, toys, floats and the like will be placed in the Lost and Found area next to the women's bathroom and the front desk. Anything of major value such as a phone will be stored safely at the front desk in the care of a staff member on duty.

Members have often used the Lost & Found as storage for floats and toys to stay and used by other members of the pool. This is generally acceptable, but please understand that Windermere is not responsible for any lost or stolen property. At the end of the Swim Season, we will have all the Lost and Found items out on display for collection.

Service Obligation

The Pool has always operated on a cooperative basis, depending on its members to maintain and improve the facilities and facilitate many of the day-to-day operations of the pool. Members' time and efforts help keep dues low and make our club a functional, clean, safe, and comfortable place to enjoy. When enough members don't pitch in, Windermere must outsource this work and that increases dues and other fees.

As a nonprofit organization, Windermere is run solely by volunteers with the exception of our lifeguards and pool manager. In order to keep our expenses & dues to a minimum and still continue to improve our facility, we are in need of volunteers to help throughout the year. Some of the ways you can assist are:

1. Participate in a scheduled workday
2. Commit to one of the important seasonal job
3. Complete an occasional job (social or special event)
4. Serve on the board of directors;
5. Serve our Swim Team by becoming a coach, assistant coach, or volunteering as a timer or finishing judge at swim meets.

Workdays

At the beginning of the swim season, we have at least two clean up days to prepare the pool for opening. Check the website and Facebook page for announcements and schedules.

Occasional Jobs

Project specific jobs mainly consist of maintenance, repair & professional service related items such as painting, plumbing, carpentry, electrical, architecture, landscape, graphic artist or other specialized skills. As these jobs arise an email will go out and they will be posted on the website for sign up. Event specific jobs are necessary to the smooth operation and enjoyment of the clubs social & special events and activities. They include food service, ticket sales, setup & cleanup, decorations, etc.

Swim Meets

Volunteers are essential for the meets. It takes about 30 volunteers to run. Volunteer jobs will be posted on the pool bulletin board weekly. We need your help to make this a successful swim season. On top of making Swim meets a memorable experience for our kids, it is also an advantageous time for fundraising! Strongly consider signing up for one of these.

Appendices

Appendix A: Policies and Procedures

Membership is available to any person aged 19 or older, who resides within the area and considers such residence their homestead. Memberships are based on household size described as: an individual, couple, and family **living in the same home**. Not included in family memberships are: siblings, cousins, or nieces & nephews of a family member, nor visiting relatives or a divorced spouse. Windermere reserves the exclusive right to deny membership to anyone for any reason and any time.

Membership is a privilege and with privilege comes responsibility. With the exception of our lifeguards, the club operates on a cooperative basis, depending on the members to maintain and improve the facilities, manage the day-to-day operations of the pool, and staff events. Members' time and efforts help keep our costs low and make our pool a clean, safe and comfortable place to be. When members don't pitch in, we must outsource this work (or it just doesn't get done at all).

Membership Types and Dues

The club offers annual memberships which means that as a member you are entitled to use the grounds per the member bylaws and regulations outlined in this handbook. A one-time \$500 dollar non-refundable initial fee is assessed when you become a member. This can be paid the first year of membership or be broken up between the first two years of membership (i.e. \$250 paid the first year, \$250 paid the following year).

There are several membership types to choose from. All are ANNUAL memberships. Details are outlined below.

Family Membership → \$ 588.50

Our most popular membership is FAMILY.

Couple Membership → \$ 481.50

Defined as a couple. Or a parent-child relationship.

Single Membership → \$ 395.90

Single membership for one person.

Lap-swimming Membership*

*Lap swimming in the early morning throughout the summer on certain weekdays. 5:30 am - 6:30 am. No lifeguard on duty. See posted schedule for details.

Application Process

A membership application must include somebody aged 19 or older. A membership constitutes an individual or individuals sharing a permanent, year-round household, living in the same house under the same roof. Dependent kids may be included on a membership, even if not sharing year-round housing. Visiting relatives, summer guests, etc. may not be included as part of a membership group. Exceptions can be made for regular baby-sitters/care-givers.

Applicants shall not be denied membership based on the applicant's race, gender, sexual orientation, marital status, disability, color, national heritage or religious affiliation, but Windermere reserves the exclusive right to refuse membership to anyone for any other reason at any time.

To become a Member in good standing an applicant must submit a complete application each year and have fulfilled their payment obligations.

Payments and Refunds

Membership

Windermere accepts payment either through check, direct deposit via Wesbanco Autobooks. Checks should be written to "Windermere Pool" and mailed to:

Windermere Pool
P.O Box 8233
South Charleston, WV 25303

If you wish to pay electronically through Wesbanco via Autobooks follow the link or QR code below:

<https://app.autobooks.co/pay/windermere>



Windermere Inc

IMPORTANT: No dues or fees shall be refunded in the event that the pool operation is required to be suspended or if membership privileges are required to be suspended or terminated. Any request for a refund of membership dues must be requested, in writing, by the member before it will be considered by the Board.

Other Payments

At this time, the concession stand will only accept cash OR electronic payment via Wesbanco Autobooks. If paying electronically, we require sending money in \$20 dollar increments. Also, please make a comment that the payment is for concessions. Our staff will create a tab card which can easily be deducted from by staff when ordering food and drink.

Admissions

Admission will be refused to all persons having an infection, disease, open sore, cold, sore or inflamed eyes, nasal or ear discharge or with any communicable disease or who is not a member in good standing.

Membership Admission Policies

Before being admitted to the Pool a member must:

- Be in good standing.
- Sign in at the front desk at the bottom of the stairs.

Guest Admission Policies

Members are allowed (and encouraged!) to bring guests to Windermere. However, there is a charge of **\$5 dollars per guest** and a limit to the number of times a guest can access the pool before they are required to become a member themselves.

Guests must be accompanied by a member in good standing to be admitted to the Pool. The accompanying member must sign in and pay before entering. The cost per guest (adult or child) is \$5 dollars.

Appendix B: Rules and Regulations

The following rules and regulations are for the protection and benefit of all members. They have been established to ensure safe and sanitary operation of club facilities. Your cooperation in abiding by these conditions will afford pleasant relaxation and recreation for all. Members and their guests are expected to observe all rules and regulations and to obey all instructions from the Pool staff & management. Parents are responsible for their kids knowing, understanding and adhering to all rules and regulations, and obeying instructions of the board, staff and/or management. In accordance with the procedure set forth in the Pool's governing documents, failure to comply with any Windermere policy, procedure, rule, regulation, by-law or Pool manual may result in a fine, cause immediate suspension of pool privileges or cancellation of membership.

With proper communication to the membership, these rules and regulations may be revised or additions established at any time by the Board of Directors.

Age Requirement, Limitations & Supervision

Lifeguards should NOT be relied upon as babysitters.

1. Members & guests under (7) must be accompanied at all times by an adult.
2. Members & guests under (12) must be accompanied at all times by a person aged (15) or older that will be responsible for the safety and conduct of the kid.
3. The use of the wading pool is limited to kids (6) years or under who must be supervised by an adult.
4. Adult to kid ratios must be adhered to:
 - (6) & Under - 1 adult per 3 kids
 - Over (6) - 1 adult per 7 kids

General Conduct

1. Pick up and throw away your own trash
2. Offensive, profane or indecent acts or language will not be permitted.
3. Breach of peace will not be tolerated.
4. No tobacco products, glass objects or animals are allowed on the Pool grounds.
5. Do not climb on fences, trees or other structures.

Points of Order

1. All injuries and/or emergencies are to be reported immediately to the head lifeguard.
2. The board or the Pool management has the authority to restrict access to any patron if they feel the patron creates a safety or health concern.
3. The Pool will not be responsible for loss or damage to any member or guests' personal property of any kind.
4. The cost of any property damage will be charged to the responsible party. Members will be held responsible for all actions of their guests. Parents will be held responsible for all actions of their kids and their kid's guests.
5. All persons using the Pool facilities do so at their own risk and sole responsibility. Windermere, board and management assume no responsibility and shall not be held liable for loss, damage, injury or death arising from any cause whatsoever.
6. The lifeguards are responsible for the strict enforcement of Windermere's rules and regulations and are authorized to deprive any member or guest of use of this facility for one day, for violation of these rules & regulations. An incident log will be kept for documentation. Discipline for repeat offenders will be brought to the attention of the Board of Directors, which will follow the Windermere Bylaws, Policies & Procedures, Rules & Regulations, and/or Operations Manual(s) when dealing with membership discipline.
7. The Board of Directors of the pool, management, and/or lifeguards reserves the right to take legal action as necessary for any unruly member or guest.

Food & Beverage

1. Please feel free to bring your own food and drinks.
2. **NO GLASS CONTAINERS ARE PERMITTED**, subject to the following disciplinary action(s): warning, fine, suspension or loss of membership.
3. The consumption of alcoholic beverages is permitted at the Pool for persons of legal age in accordance with WV state laws.
4. No obviously intoxicated person will be admitted to the Pool, and those who exhibit intoxicated behavior are subject to removal from the grounds as well as suspension/loss of membership.

Dumpster

The dumpster is for use of Windermere generated trash only. Please do not bring items from home and put them in or near the dumpster.

Fecal Release or Vomit

If a kid vomits or has a fecal release while in the pool:

1. Remove ALL kids immediately;
2. Quickly notify a lifeguard;
3. Assist pool staff with clean-up.

Parking & Towing

Please use extreme caution while in the parking lot. Any member or guest not adhering to the following rules will have their vehicle towed at their own expense.

1. The parking lot is reserved for use by Windermere members and guests.
2. Please do not block the gated entrance or obstruct one-way "loop" so as not to impede the flow of traffic.

Note: Please do not park outside of Windermere's gates or along Windham road.

General Pool Rules

Anyone with an infection, disease, open sore, cold, nasal or ear discharge or with any communicable disease or who is not a member in good standing may not use the pool.

Shower before entering the water.

Use of the swimming pool will be permitted only when a lifeguard, hired or approved by the Board, is in attendance.

1. Wear proper swim attire. No street clothes, cut off shorts, white shirts, or inappropriate graphics or wording. Shorts without liners or with metal zippers or accessories are not permitted. No thongs or "banana hammocks". Looking at you, Clay.
2. Swim diapers are required for all kids under the age of 3 or have potential for an accident.
3. Kids (12) and under will be required to take a swim test and anyone swimming in water over their head to include the DIVING WELL or DEEPEND may be required to take a test. Refusal to comply will result in a loss of swim privileges.
4. No running on the pool deck.
5. Stay off lifeguard stands.
6. Keep ladders clear for exits, and please do not hang on rails or steps.
7. Respect & obey lifeguards.
8. No speaking with or otherwise distracting a lifeguard while on stand or congregating near the lifeguard stands.

9. Be aware of no diving areas marked on deck. Diving is restricted to deep water areas.
10. Prohibited:
 - A. Pets, food, drink or smoking in the pool.
 - B. Rowdy or rough play, wrestling, pushing, dunking, running or splashing.
 - C. Shoving or throwing people into the pool.
 - D. Chicken fights or diving/Jumping off shoulders.
 - E. Sitting or hanging on ropes or ladders.
 - F. Spitting, spouting water, blowing nose, urinating or defecating in the pool.

Lifeguards

Lifeguards are in charge of safety at the pool during open swim hours. Their instructions are to be followed to keep Windermere as safe as possible. This goes for kids and adults. Please treat our lifeguards with respect and remember that if they err, it will be on the side of safety. They have the authority to close the pool, eject members/guests and take needed action(s) to ensure Windermere remains safe. Lifeguards are not childcare, please watch your children at all times.

Appendix C: Board Members and Duties

Windermere is managed by a Board of Directors seven (7) in number. The officers of the pool are President, a Vice-President Underground, a Vice-President Membership, a Vice-President Above Ground, a Secretary, a Treasurer and Member-At-Large. The President, Vice-Presidents, Secretary, and Treasurer shall be elected annually by the Board of Directors from among its members and shall hold office until the end of the first meeting of the Board of Directors following the annual meeting of Windermere.

President

The President's responsibilities include overseeing pool operations, schedule and lead meetings, resolve incidents, the effective management of all pool operations and all matters pertaining to the health and safety of membership.

- Schedule and conduct meetings on a quarterly basis as well as the Annual Meeting.
- Review and oversee the financial reports.
- Report to the general pool population the financial condition of the swim club.
- Oversee and review the operations of the pool.

- Work with the VP of Membership to gain and maintain enough members to operate the pool.
- Review with the Board and Managers all relevant pool matters and help to maintain an accurate website to disseminate information.
- Facilitate board member communications on any issues that need to be addressed.
- Communicate with all members on the status of the pool and any issues that arise.

Vice President Aboveground

The Vice-President Above Ground, in the absence of the President, shall act in their stead. They are responsible for the operation and maintenance of the physical plant and properties of the Pool, which shall include cabanas, the firehouse, fence, the pool above ground, and the grounds; including, but not limited to, trees, lawns, flower beds/other plants inside and outside the fence, and the pool deck equipment.

Will manage any contract or hired 3rd party relating to the above items.

Vice President Underground

The Vice-President of the Underground, in the absence or disability of the President and Vice-President Above Ground shall act for the President. They are responsible for the upkeep, maintenance, repair and projects related to the physical plant associated with water purification, sanitary facilities, and all other facilities below the deck.

Will manage any contract or hired 3rd party relating to the above items.

Vice President of Membership

Vice President of Membership is responsible for management of all membership data, tracking and reporting, including but not limited to; managing all aspects of the database, updating and maintaining membership records, managing recruitment and retention tracking and reports, and collecting and analyzing current, new and potential member information. Supports the President with the development and production of applicable membership marketing collateral and executes as needed, the regular print and electronic communications related to the organization's membership status, notice of dues, renewal, etc. Works with the Secretary to develop application forms and procedures.

Secretary

Gives notice of all meetings of the members or the Board of Directors in accordance with Windermere's governing documents; records minutes of all meetings; conducts general correspondence; serves as the custodian of the Bylaws, Handbook, all official records, and legal papers; co-signs all written contracts for expenditures and obligations with the President. Shall ensure all meetings and business transactions are conducted in accordance with parliamentary procedure and in keeping with the Pool's by-laws. Responsible for preparation of all forms including, but not limited to membership application, rental agreements, waivers, etc.

Treasurer

The Treasurer manages the finances of Windermere Pool throughout the year, receives all monies, and pays all bills owed by the pool and ensures the pool otherwise follows the financial controls and procedures set by the Board. The Treasurer keeps records of all financial transactions, prepares financial reports for meetings, and submits required reports to the Board at the end of the swim season.

Member-At-Large

The Member at Large represents the membership and attends all meetings to advocates on members' behalf.