

Thousand Oaks Community Pool Rules

Adopted: May 19, 2026

These rules and procedures are established by the Thousand Oaks Townhouse Association (TOTA) Board of Directors to ensure safe, fair, and consistent use of the community pool and to comply with applicable regulations.

Pool Hours

Pool hours are established by the TOTA Board and posted at the pool and/or on TOTA's website. Hours may vary based on season, staffing, and operational needs.

Closures

The pool may be closed at any time due to:

- Weather conditions, including rain, storms, or extreme temperatures
- Safety concerns or emergencies
- Mechanical or maintenance issues

The pool will be cleared immediately upon lightning or thunder and will remain closed for a minimum of 30 minutes after the last observed occurrence. Lifeguards and pool management may close the pool, delay opening, or clear the pool deck.

No refunds or credits will be issued due to weather-related closures.

Pool Access & Eligibility

A valid pool pass is required for admission to the pool. See the *Pool Passes* section of these rules for more detailed information on valid pool passes.

Thousand Oaks residents are expected to remain compliant with their obligations to the Association and to otherwise comply with TOTA's governing documents and adopted policies.

Tenants

For the purposes of these rules, "tenant" refers to any non-owner occupant of the property (e.g., a renter).

Thousand Oaks resident tenants must obtain written authorization from the property owner assigning pool privileges to the tenant in place of the owner. Resident tenants' pool access and pass eligibility remain subject to owner authorization and applicable Association requirements.

Guests

A guest is defined as any patron who does not reside full-time in the household in Thousand Oaks. Guests are permitted only when accompanied by a Thousand Oaks resident with a valid pool pass and a valid paid guest pass.

Guests must comply with all pool rules. Residents hosting guests must remain on pool premises at all times and are responsible for their guests' conduct and compliance with pool rules. Failure of a guest or hosting resident to comply with pool rules may result in removal from the pool premises, and the guest fee will not be refunded.

Pool Passes

Beginning with the 2026 pool season, resident and guest pool passes will be managed through an on-line application called CellBadge.

To request pool passes, residents must register their property and household members online through CellBadge.

A pool pass is considered valid when the pass has both a "Valid" status and the resident's photo in CellBadge. For resident tenants, a valid pool pass also requires written owner authorization to be on file, as outlined in the Tenants section of these rules. Residents with a "Valid" status who do not also have a photo in CellBadge must have their photo taken by the lifeguard prior to being admitted to the pool.

Guest pool passes are available for purchase through the on-line CellBadge application. Guest pass fees are non-refundable and are established by the TOTA Board and posted at the pool or on TOTA's website.

CellBadge registration instructions are available in the *Pool Information* section on TOTA's website at totanaews.net.

Pool Use

Supervision

Lifeguards are not responsible for supervision of minors.

Minors age 15 and under must be accompanied by a responsible person age 16 or older while on pool premises.

Children age 8 and under must be accompanied in the pool by a responsible person age 16 or older.

Minors age 9-15 who pass a swim test administered by lifeguards may swim independently but must remain accompanied on pool premises by a responsible person age 16 or older.

A “responsible person” is an individual age 16 or older who is capable of supervising minors and, when required, demonstrates safe swimming ability. Lifeguards and pool management have sole discretion to determine whether an individual meets this standard.

Skill Performance

Swimmers of any age may be asked to demonstrate safe swimming skills at the discretion of lifeguards and pool management.

Swimmers using the pool who are unable to demonstrate to lifeguards the ability to swim safely by passing a swim test administered by lifeguards (non-swimmers) must be accompanied and supervised at all times by a responsible person age 16 or older who does demonstrate such swimming ability. Non-swimmers must remain in arm’s reach at all times.

Baby/Wading Pool

The baby/wading pool is reserved for minors age 6 and under and individuals 48 inches or less in height. Those individuals must be accompanied by a responsible person at all times.

Rest Periods

A 15-minute rest period may be enforced each hour. During rest periods:

- Minors age 15 and younger must remain out of the pool
- Responsible persons age 16 and older may remain in the water
- Non-swimming children age 3 and under may enter with a parent/guardian

Conduct

Unsafe play, disruptive behavior and/or activity that endangers the safety of others or interferes with the use and enjoyment of the pool by others is not permitted. This includes:

- Profanity and abusive language or behavior
- Running on the pool deck
- Rough, disruptive, or unsafe play
- Spitting in the pool or on the pool deck
- Chewing gum or eating in the pool
- Smoking, vaping, or tobacco use
- Possession of alcohol or illegal substances
- Possession of weapons in violation of applicable law

Residents are responsible for the behavior of their children and guests. Failure to comply with rules and/or lifeguard or pool management instruction may result in removal from the pool, suspension, or loss of privileges.

Rule Enforcement

All persons must follow posted rules and lifeguard instructions at all times.

Lifeguards and pool management have full authority to enforce all rules and remove any individual for unsafe, disruptive, or non-compliant behavior.

Violations may result in removal from the pool, suspension or revocation of pool privileges.

Disciplinary procedures for residents:

- 1st Incident: Verbal instruction will be given regarding the rules.
- 2nd Incident: Resident must leave the premises and pool access may be suspended.
- 3rd Incident: Pool privileges may be revoked.

Disciplinary procedures for guests and hosting residents:

- 1st Incident: Verbal instruction will be given regarding the rules.
- 2nd Incident: Guest and host resident may be ejected from the pool and the guest pass fee will not be refunded. Any guest removed from the pool will not be admitted for the remainder of the pool season unless otherwise determined by the TOTA Board.

Lifeguards and pool management reserve the right to bypass any preceding disciplinary actions outlined in these disciplinary procedures for any incident considered serious and/or severe, as defined at their discretion.

Lifeguards and pool management reserve the right to contact law enforcement for instances deemed necessary.

Health & Safety Requirements

All individuals must shower before entering the pool.

Individuals with any of the following will be prohibited from pool entry:

- Communicable illness
- Open wounds or skin infections
- Eye infections or discharge

Proper swim attire is required. Individuals not wearing appropriate swim attire will not be allowed to swim.

Incontinent or non-toilet trained persons must wear specially designed swim diapers or waterproof pants in pool.

Incidents causing pool closure for sanitary reasons may result in removal from the pool and suspension of pool privileges.

Glass containers are prohibited.

Pets, except service animals as required by law, are prohibited.

Alcohol, illegal drugs/substances, and firearms are prohibited. Violators may be subject to prosecution.

Parking

Parking is permitted while actively using the pool.

Fire lanes and designated loading zones must remain clear.

Unauthorized vehicles may be towed at the owner's expense.

Updates & Amendments

These rules may be updated by the TOTA Board of Directors at any time, as needed.

Updated rules will be posted at the pool and/or communicated to residents.