

High Woodlands Pool - Policy Documents

Refund and Cancellation Policy

High Woodlands Pool offers refunds under the following conditions:

- Swim lessons and pool/shelter reservations are refundable if canceled at least 7 days prior to the scheduled start date. The refund will be processed within 5-10 business days.
- If cancellation occurs 1-6 days before the session/reservation, a refund will not be provided; however, customers will be encouraged to reschedule, if possible.
- Refunds will be issued in the event of chemical issues, staffing shortages, or operational closures that prevent services from being delivered.
- No refunds will be issued for missed sessions, illnesses, or cancellations due to inclement weather, although rescheduling may be possible depending on availability.

How to Cancel or Request a Refund:

Customers may cancel or request a refund by using their Acuity scheduling account, the confirmation email, or by emailing the pool manager at emily@highwoodlands.com.

Privacy Policy

High Woodlands Pool is committed to protecting your privacy. We collect only the essential personal information required to provide services, including:

- Name
- Email address
- Payment details
- Member Lot# ID (for HOA members only)

This information is securely stored through Acuity Scheduling or within Office365 SharePoint, operated by the High Woodlands HOA.

Data Sharing:

We do not share any personal information with third parties, under any circumstances.

Access and Deletion Requests:

Customers may request access to or deletion of their data by contacting the pool manager at emily@highwoodlands.com.

Terms and Conditions

Eligibility:

- Pool and shelter reservations are available to High Woodlands HOA members only.
- Swim lessons are open to both members and non-members.

Rules and Conduct:

- All guests must follow the posted Open Swim Rules.
- During pool and shelter reservations, the HOA member who made the reservation must be present on-site for the full

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duration of the reservation.

- For swim lessons, a parent or guardian must remain on deck for all children under the age of 12.

Violations:

Failure to adhere to these rules may result in a formal warning from the pool manager. Continued non-compliance may lead to temporary or permanent suspension from using pool or shelter facilities for the season.

Dispute Resolution:

If an issue arises, customers are encouraged to speak with the lead or head guard on duty. If the matter cannot be resolved on site, customers may contact the pool manager at emily@highwoodlands.com for further assistance.

Security Policy

High Woodlands Pool uses Stripe to process all payments securely through Acuity Scheduling.

- All payment data is handled exclusively by Acuity, which uses SSL encryption and industry-standard security practices to safeguard customer information.
- High Woodlands Pool does not store, transmit, or extract payment data outside of the Acuity platform.

Data Breach Procedure:

In the unlikely event of a data breach, all affected customers will be notified immediately via email, including a detailed summary of the breach and instructions for taking appropriate steps, including fraud protection if necessary.