

FREQUENTLY ASKED QUESTIONS

OLYMPIC SWIMMING COMPLEX & INDOOR AQUATIC CENTER

Q: What are your prices for the Swimming Pools? – A: Go to www.lavahotsprings.com and click on rates and hours. You can also download and print the prices for your convenience. Price sheets are for separate facilities. Family Pass day is Wednesdays only for parents & dependent children under 18 (up to 6 people).

Q: What do your prices include? – A: Our prices include everything at the facility, including slides, diving boards and indoor pool. In the winter time the Olympic Swimming Complex is closed but the Indoor Aquatic Center is Open.

Q: Are the admission prices an all day pass? – A: YES, your admission is an all day pass just be sure to get your hand stamped at the office before you leave the facility.

Q: Can I bring food & drinks into the pool? – A: YES, We do allow outside food and drinks into our facilities. For the safety of others, we DO NOT allow Glass or Alcohol or BBQ's. We check every cooler that enters our facilities. We do not allow food or drinks on deck in the Indoor Swimming Pool.

Q: Can I bring in Shade Tents, Tables & Chairs? – A: Since we do not provide Shade tents, tables or chairs we DO allow patrons to bring in these items. Please do not use stakes to anchor down the tents to protect our sprinkler system. Please use weights instead. There are no pavilions in the Swimming Pool area.

Q: Do you allow flotation devices? – A: YES, We do allow floatation devices for children in the swimming pools: lifejackets, arm bands, water noodles or water rings up to 24" in diameter. We do not allow large tubes or layout inflatable devices and we do not allow tubes down the slides or in the deep end.

Q: If my child is potty trained do I need a swim diaper? – A: Entry fee for children under the age of 3 is required to pay the \$1.50 which includes a complimentary swim diaper. Potty trained or not.

Q: What are your height requirements for waterslides? – A: You must be 42" tall to be able to ride the curly slides and 48" tall to ride the speed slides and must be able to go alone. We do not allow people to go down doubles or head first. We have signs by the ticket windows to measure the children's' height before entering our facility and are also located at the bottom of the slides.

Q: Can a non-Swimmer come into the facility without paying? – A: NO, Every person entering the Swimming Pools is required to pay the regular admission fees, no exceptions.

Q: How old do you have to be to jump off the platforms or diving boards? – A: You have to be able to swim at least 15 yards across the pool to the side unassisted. People are not allowed to catch non-swimmers from diving boards.

Q: Can I sign a waiver for a child under the age of 18 for my friend or relative? – A: NO, Only the parent or court appointed guardian must sign the platform waiver. Grandparents, group leaders, guardian for the day or siblings cannot sign for the minor. If you are 18 years of age you can sign a waiver for yourself. No phone calls or faxes are accepted. Waivers can be downloaded and printed, signed by the parent and brought with the minor to the pool.

Q: Can I drop my kids off at the pool without adult supervision? – A: Non-swimming children must be accompanied by an adult at all times. If a child is under the age of 12 they must pass a swim test by a lifeguard of being able to swim 15 yards and tread water for 1 minute in the deep end.

Q: What is the temperature of your pools? – A: The Olympic Swimming Complex outdoor pool is kept between 87 – 90 degrees and our Indoor pool is about 87 degrees.

Q: Do you have Lockers to lock up your personal items? – A: YES, we provide lockers for your use and are \$0.50 cents per use. We are not responsible for items left, lost or stolen.

Q: If you close the pool due to inclement weather, can I get a refund? A: No refunds are not given due to inclement weather – Rain, thunder, lightning, and snow etc., no exceptions. **Suggestion:** If you purchase a combination pass for both the Swimming Pools and Hot Pools, and the Swimming Pool closes due to weather you will still have access to the Hot Pools which rarely close.

Q: How deep is your pool for children? – A: The outdoor pool starts at 2’ deep at the stairs and gradually gets deeper up to 17’ of water by the diving boards and platforms. The indoor pool is 3.5’ to 12’ feet.

Q: What is there to do for little kids? – A: The outdoor pool has and 2 kiddie slides. Children are welcome to bring diving toys, noodles etc. for them to play with. The indoor pool has a basketball hoop, rock climbing wall and diving boards.

Q: Do you have group rates? – A: Yes, Monday through Thursday only (excluding holidays). On our Home page click on Rates & Hours for group pricing. You DO need to contact the administrative office if you plan to take advantage of the group rate so we can let our cashiers know to when to expect your group.

Q: Do you offer Scout group rates? – A: Tuesdays Only at the Indoor Pool only from 6-8pm. Advanced reservations are required. This does not include the diving boards or rock climbing wall in the indoor pool and is available for your scout instruction. Call Karen at 208-251-5230 for reservations and questions.

Q: Do you have parks that we can reserve for a family reunion or party? – A: Yes, We have 4 parks we reserve for family reunions etc. you can find pictures on our website. Those park names are: East Park, West Park, Majestic Park and Garden Park, all other parks in town are first come, first served. All our parks have pavilions except the Garden Park. All our parks have port a potties and volleyball nets for your use but we do not supply the ball. Our parks do not have power, water, fire or BBQ amenities; you are welcome to bring generators if needed. These parks are not inside our pool facilities and are located in the City of Lava Hot Springs. The cost to reserve a park is \$75 per day. We accept reservations each year starting January 1st for the current year. Contact 208-776-5221 x100 for reservations.

Q: Can I rent a tube for the river from you? – A: No, The river tubes are not affiliated with our facility and there are tube stands in town that you can rent tubes from.

Q: Can I bring in my dog? – A: No, pets are not allowed inside our facilities except licensed service dogs. You can tie them to the outside of the fence while swimming but would need to provide shade for them.

Q: Can I park my Trailer/Camper or Semi-Truck in your parking lots? – A: No, We have it posted that NO Trailers/Campers or Semi-Trucks are allowed to park in our parking lots or on our streets adjacent to the pools.