## Lap Swim Reservation FAQs

What if I am having trouble reserving a lane time on online?
Visit the Front Desk at your Y and ask for assistance with creating a reservation.

Do ALL swimming lanes require a reservation?
Yes, at this time, ALL lanes at ALL branches will require a reservation to utilize.

## When can I reserve a lane time? When do reservations open?

Reservations for all lanes will open 47 hours prior to the opening of the facility. Reservations are made on a FIRST COME, FIRST SERVED basis.

Does the reservation system close at any time?
Reservations will close 15 minutes before the lap lane time begins. After this time, members will no longer be able to make reservations and the lap lane will be open for walk ins for that hour.

How many reservations can I make? Can I reserve spots for someone else (spouse, friend, sibling, child, etc) while I make my reservation? Each login has the capability to make only ONE reservation per day.

How will I know if my spot is reserved?
You will receive an email confirming your registration.

## What if I need to cancel my reservation?

If you need to cancel, please do so as soon as possible to allow other members the opportunity to use the lane. Reservations can be canceled by calling the YMCA or by following the steps in your confirmation email.

Is there a penalty for making a reservation and not showing? We are hopeful that members will be respectful of the need to make reservations. However, should branches notice a member abusing the system, they may see the need to have a discussion with him or her. These incidences will be handled on a case-by-case basis. Will we have a penalty

If the lane times are not full but I don't have a reservation for it, can I still use one?
Yes! You are welcome to use a lane if there is no other member scheduled at that time.

Is there a limit as to how many lane times I can reserve in one day? Yes. To be courteous to all members, we will limit lane reservations to 1 per day.

