



# THE LAGOON

## Guest Pass Program

### **I. Guest Policy**

- a. Households may bring up to five guests per day to any amenity, including the Crystal Lagoon amenity.
- b. In order to bring a guest to THE LAGOON, you must have an access card and a Facilities Use Agreement filed on SmartWaiver.
- c. Children 2 years of age and younger do not need a guest pass to enter, however, they will count towards the 5 guest per day policy.

### **II. Complimentary Guest Passes**

- a. Each household will receive five (5) complimentary single-use guest passes for the calendar year. Each additional guest pass will incur a fee.
- b. Who is eligible to utilize:
  - i. All Windsong Ranch residents with an access card who have a Facility Use Agreement on file (18+ years of age).
- c. How to utilize:
  - i. Complimentary guest passes will be distributed to each homeowners. New homeowners may request their passes at the front desk.
  - ii. Present your WRCA Access Card to the pool monitors.
  - iii. Sign-in your guests with the pool monitors.

### **III. Guest Passes – Tiered Pricing Structure**

- a. Guest passes purchased Tuesday through Thursday from open to close will incur a \$15/pass fee for all residents.
- b. Passes purchased Friday through Sunday (plus holiday Mondays) will maintain the \$25/pass fee.
- c. Who is eligible to utilize:
  - i. All Windsong Ranch residents with an access card who have a Facility Use Agreement on file (18+ years of age).
- d. How to utilize:
  - i. Present your access card to the pool monitor at the west gate of THE LAGOON.
  - ii. Credit and debit card is the only accepted form of payment and is processed at the gate.

### **IV. Senior Discount – Immediate Relatives**

- a. Seniors can bring up to five immediate relatives for free any time from Tuesday through Friday.
- b. Guest passes for immediate relatives on Saturday, Sunday, and holiday Mondays can be purchased for \$10 each.
- c. Who is eligible to utilize:
  - i. Windsong Ranch residents 60 years of age or older who have a Facility Use Agreement on file.

- ii. Immediate relatives will be defined as children, grandchildren, parents, and siblings of the resident.
- d. How to utilize:
  - i. Present your Windsong access card to the pool monitor at the west gate.
  - ii. To verify your senior discount, you will present a state-issued photo ID to the monitor.
  - iii. If applicable, credit and debit card is the only accepted form of payment and is processed at the gate.

**V. Senior Discount – Non-Immediate Relatives & Other Guests**

- a. Seniors may purchase guest passes for non-immediate relative & other guests for \$10/pass any day of the week at any time.
- b. Who is eligible to utilize:
  - i. Windsong Ranch residents 60 years of age or older who have a Facility Use Agreement on file.
- c. How to utilize:
  - i. Present your Windsong access card to the pool monitor at the west gate.
  - ii. To verify your senior discount, you will present a state-issued photo ID to the monitor.
  - iii. If applicable, credit and debit card is the only accepted form of payment and is processed at the gate.

**VI. Guest Pass Refunds**

- a. If your wristbands have been worn or used and THE LAGOON shuts down before 5pm, we can give you a credit to use on a future date (for complimentary passes) or refund (for purchased passes).
- b. Complimentary wristbands that have been lost or stolen will *not* be replaced.

*Notes:*

*The Square App is used to process all payments. This application accepts any US-issued and most internationally-issued [magstripe](#) or [chip cards](#) bearing a Visa, MasterCard, American Express, Discover, JCB, or UnionPay logo.*

*THE LAGOON follows the same maximum guest count guidelines listed for all Windsong amenities. This policy allows a Windsong Ranch resident 18 years of age or older with an access card to accompany a maximum of five guests per day.*