



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 ten (10) 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 assigned to each homeowner, 10 per household, when they register for the guest passes through the Civic-Rec platform. Residents simply present their access card to the lagoon gate monitor and the monitor will be logged in their guest. **Important to note, keep your Lagoon Guest Pass ID # somewhere retrievable, in case the monitor required it from you.**

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.

Revision Date: 04/02/2020

- 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 you have used a guest pass 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).

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.

Revision Date: 04/02/2020