



# THE LAGOON

## Guide to Rules, Policies, and FAQs

### General Information

#### What is the address to THE LAGOON?

4000 Pepper Grass Lane

Prosper, TX 75078

#### What are the hours of operation and when does THE LAGOON close for the Season?

- THE LAGOON will be operational all year-round.
- Due to the varying availability of light throughout the year, THE LAGOON will close 30 minutes after sunset.

#### How do I access THE LAGOON?

- Residents over 14 years of age may enter with their access card. Persons under 14 must be accompanied by an adult with an access card.
- Each household must have submitted a completed Facilities Use Agreement to enter.

### Inclement Weather Protocol

To ensure the safety of Windsong Ranch residents, the pool management staff executes the following inclement weather policy.

- **Lightning**

If lightning is within:

**15 miles** – Patrons must exit the water. Patrons may re-enter the water after a 30-minute absence of lightning within 15 miles.

**10 miles** – Patrons must exit the facility. Patrons may re-enter the facility after a 30-minute absence of lightning within 15 miles.

- **Tornados**

**If there is a tornado WATCH...** the pool management staff will make an announcement to the patrons that a watch has been issued. This alert is to allow patrons to decide on their course of action.

**If there is a tornado WARNING...** the pool management staff will clear the pool and facility immediately. If the threat of a tornado is imminent, individuals will be directed into the poolside restrooms and into The Commons for further instruction.

- **Rain**

The facility will remain open and functional through light rain events. In the event of heavier rains, the pool management staff will ask patrons to exit the water until the bottom of the pool can be seen clearly.

- **Facility Closures**

During extended closures due to inclement weather or closures at the end of operational hours, the pool management staff will communicate with the HOA staff about potentially closing the facility for the day.

## **Water Vessels**

### **What you need to know to rent a water vessel from THE LAGOON:**

- Paddle boards, single kayaks, and tandem kayaks will be available for rental on a first come, first serve basis on all days THE LAGOON is open.
- The last boat out is two hours before close and all rentals must be returned by one hour before close.
- Persons over the age of 14 may rent a kayak by themselves but will need a parent to sign the Water Vessel Agreement. Persons under the age of 14 will need an adult out on the water with them in a separate vessel or in a tandem kayak with them.
- The vessel storage area is located on the ground level of the platform deck, between the pavilion and the central beach area. You will fill out a waiver and pay at the kiosk there. A staff member will help distribute equipment to your group.
- Life jackets are available in sizes that range from children 30 pounds and over to Adult XXL. These are included in the rental price and are only available to those who are renting a water vessel.

### **How to use your personal water vessel at THE LAGOON:**

- All personal water vessels must be inspected by the HOA staff in order to be used at THE LAGOON.
- Patrons under 18 must wear a US Coast-Guard approved personal floatation device while on a water vessel.
- Permit times will be scheduled and posted on the [www.windsongcommunity.com](http://www.windsongcommunity.com) site. Beyond those times, you can email [windsongvessels@ccmcnet.com](mailto:windsongvessels@ccmcnet.com) to set up a time for a vessel inspection. Appointments will be subject to staff availability.
- The vessel guidelines can be found on the website. Upon approval, a staff member will place a permit sticker on your vessel. Permit stickers will cost \$10 per vessel.

## **The LAGOON General Rules and Regulations**

1. Only Windsong Ranch residents and their approved guests are welcome to use The LAGOON.
2. Residents and their guests shall conduct themselves in a courteous and respectful manner at all times.
3. All residents and their guests use The LAGOON at their own risk. Windsong Ranch Community Association, Inc., its management company, contractors or employees are not liable in any manner whatsoever for any personal injury, damage, loss or theft occurring in or around this amenity site.
4. Any person who uses the facility is responsible to leave the facility in a well-ordered state.
5. No smoking, vaping, or use of any other tobacco products.
6. No personal music speakers or music playing from phones or MP3 players.
7. All persons, bags, and other items are subject to search at the facility's discretion.
8. No pets are allowed in the amenity.
9. Residents and their guests shall respect, protect and preserve all of the amenity's property. Each resident is strictly liable for all costs related to damage of the property caused by the resident, his or her family members, guests or tenants.
10. All furniture is on a first-come first-serve basis and cannot be removed from its respective area. Residents cannot leave their belongings unattended or to "reserve space". Any personal belongings found being used in such a manner may be confiscated and stored by staff.
11. Food and drinks are not allowed in the water. Glass is strictly prohibited inside The LAGOON premises. Staff reserves the right to immediately confiscate any glass found within the premises.
12. Management reserves the right to cease Lagoon operations at the onset of inclement weather.
13. A person having a communicable disease transmissible by water must be excluded from public pools. A person having any exposed sub-epidermal tissue, including open blisters, cuts, or other lesions may not use a public pool. A person who has or has had diarrhea within the last two weeks caused by an unknown source or from any communicable or fecal-borne disease may not enter the pool.
14. Any child under three years old, any child not toilet trained, and anyone who lacks control of defecation shall wear a water resistant swim diaper and waterproof swim

wear. Swim diapers and waterproof swim wear shall have waist and leg openings fitted such that they are in contact with the waist or leg around the entire circumference.

### **Water Vessel Rules and Regulation**

15. Deep water access
  - a. Individuals using a watercraft (under 18 must have a USCG-approved Personal Floatation Device) may be outside the designated swimming area.
  - b. Adults (18+) using an inflatable or foam material lounge may be outside the designated swimming area without a USCG-approved PFD.
  - c. Adults (18+) may access the deep waters for swimming purposes.
  - d. Diving, flips, twists, back dives, and all other unsafe activities done from the dock or beach promenade are strictly prohibited.
  - e. Jumping off the dock into the water vessel accessible waters is not allowed.
16. All personal water vessels must undergo an inspection and receive an HOA-distributed permit to be used at The LAGOON.
17. All persons under 18 using water vessels must wear a Coast Guard-approved Personal Floatation Device while in/on the water.
18. Management and staff has the right to refuse any water vessel for any reason.
19. Please contact Management for an approved list of watercraft and inflatables.

Disclaimer: By entering the Lagoon premises, you acknowledge understanding of and agree to all the terms set forth in the Windsong Ranch Facilities Use Agreement.