

2009 Paradise Cove
Things that were Good and Things that need to be Addressed

After the 2008 Paradise Cove Swim Season, pool personnel discussed some of the good things Paradise Cove did and some of the things that needed to be addressed. Some of these issues were addressed in the middle of the swim season. We are trying to take an active role in providing the best facility for the citizens of Richmond and our visitors.

-Richmond Parks & Recreation Staff

1. Swim Team/ Swim Lessons-
 - a. When the season began, we tried to divide the children into classes based on age alone. After the first session, we realized that this was not necessarily the best way to set up the swim lessons. After the first week, we learned that some of the children were more advanced even though they were younger. We decided to restructure the classes based on the Red Cross's Learn to Swim Program. The later sessions of swim lessons went much smoother, and we will continue with this program in the 2009 season. All the lifeguards will be trained using Red Cross Learn to Swim Program.
 - b. The Swim team did not join a swim conference this year. The reason was because it was the first year and we wanted to prepare the participants for what is entailed for a swim team. We realize that this was a mistake. We have already joined a league for the 2009 season. We will also purchase the participants t-shirts to show that they are part of our team.
2. Staff
 - a. In 2009 we will hire Staff in Feb/March for the May season. This will give us time to interview, screen, and train individuals for the upcoming season.
 - b. We will open two weeks before Memorial Day for selling season passes and taking pictures for season passes.
 - c. We will also try to have someone hired for answering phone calls and answering questions the public may have.
3. Hours-
 - a. The hours of operation were a concern in 2008. Hours of Operation- Paradise Cove will be open from 11am-8pm daily. When school resumes in the fall, the hours of operation will be from 3pm-8pm Monday-Friday. Open 11am-8pm Saturday, Sunday, and Labor Day.
 - b. We will have limited hours while school is in session in May and in August. The reason is because most of our lifeguard and support staff are in high school or college and the hours conflict with school schedules. Also, based on attendance records in 2008, it is not feasible to open during the days that school is in session. There are not enough patrons who visit the facility to justify staying open during school day. If, however, the Madison County School System begins school on a Wednesday or a Thursday, then we will continue to be open the rest of that week during

the day. Beginning the next Monday, our hours will resume to 3:00pm-8pm.

4. Lap Swim
 - a. Lap swim times will be as follows- 7am-8am, 9am-8pm Monday- Friday. No Lap Swim on Saturday and Sunday. Season Pass Holders will be able to use their season pass to access the facility before 11am. However, the lap lanes will be closed from 8am-9am for Swim Team Practice. After July 27, Lap swim will resume from 7am-11am Monday- Friday, until School Resumes in the fall.
5. Group Parties
 - a. Many companies asked about reserving the pool for private parties or gatherings. This is something that we are looking into for the 2009 season. We are looking at cost, days and times.
6. Swim Diapers & Vinyl Pants
 - a. In order to ensure that every child age 3 & under are wearing vinyl pants, we will be implementing a mandatory charge for children ages 3 & under. This \$3 fee will cover the cost of a vinyl pant. If a parent shows the staff the vinyl pant upon entrance to the facility, the fee will be waived.
7. Pool Closures
 - a. Many people in 2008 showed concerns with the many fecal incidents that occurred at Paradise Cove. We realize that this is an inconvenience for people. Unfortunately, we cannot prevent this from occurring. After contacting other pool facilities in Kentucky and some outside of Kentucky, this is an ongoing problem at every public pool facility. In fact, in 2008, Florence had 10 incidents within the first two weeks of the season. Though it seemed like we had that many, we only had 8 during the entire season.
 - b. By implementing the new fee structure to ensure that every child 3 and under has vinyl pants, we are hoping that this will help some of the problem.
 - c. We also hope that parents will take responsibility for their children and give their children adequate bathroom breaks. Breaks are also called every hour by the lifeguards to help with this problem as well.
 - d. In the event of a fecal contamination in the pool, the pool may close from one hour, up to 48 hours depending on the severity, in order to properly sanitize the effected area. This is based on CDC recommendations.
 - e. In the event of a thunderstorm or other weather related event, the pool will close and no refunds will be issued. The pool will reopen as soon as safely possible. In the event the facility is closed for inclement weather, all patrons are required to leave the premises and/or make arrangements for transportation.
 - f. Children left at the facility with an adult, other than the parent or guardian, should bring an emergency contact number with them, in case the pool closes early.

8. Ages 13 & under.
 - a. Children ages 13 & under are required to be with someone 16 years or older at Paradise Cove at all times. This is for safety reasons.
 - b. In 2009 we will change the price of ages 13 & under to \$3 to reflect a child status.
9. Concessions
 - a. We received a lot of complements on the variety of the concession stand and that the prices are reasonable. We do not expect a price hike at this time.
 - b. Some people have suggested more healthy options at the concession stand. We will be selling Schwann's Ice Cream which has several fat free/sugar free choices.
10. PC Express
 - a. This year we had a shuttle service dedicated to dropping people off at Paradise Cove, but it was not utilized very well. We will look at advertising more. Possibly putting PC Express schedules in Church Bulletins and maybe signs up at existing stops w/ PC Express phone number.
11. Season Passes
 - a. We sold a lot of season passes for the summer of 2008. Many people were very pleased with these passes.
 - b. There was some confusion about the terms of use for a season pass holder. These are not memberships. They are only discounted entry fees. The terms of the season passes were not disclosed in writing to individuals when purchasing their season passes last season. This has been changed. A Terms of Use agreement will be issued to all season pass holders. This will cause less confusion as everything will be presented up front to the season pass holders.
12. Pre Season Sales
 - a. We had huge success this past year by selling Pre Season Passes. We will offer them again this year. We also had a good response with the Paradise Cove/Adventure Falls Combo passes which includes unlimited mini golf & swimming. Batting cage tokens not included.

*Pre Season Pass Discounted Prices valid through 3/31/09 only.

Disclaimer: Certain Restrictions Apply. Subject to change.

Family Pass	PC	PC/AF	Individual Passes-- Purchased by 3/31/09	PC PC/AF	
				PC	PC/AF
Purchase by 12/31/08	\$140	\$190	Adult Pass (18-59)	\$75	\$125
Purchase by 3/31/09	\$150	\$200	Youth (14-17)	\$65	\$105
Family Pass 4/1/09	\$175	\$225	Senior (60+)	\$65	\$105
			Child (5-13)	\$55	\$90