



2024 POOLS Q&A

Below are the answers to the most frequently asked questions pertaining to pool operations and access.

Where are the Shadow Creek Ranch swimming pools located?

Shadow Creek Ranch has four (4) swimming pools. The SCR Membership Access cards allow access to all four (4) pools during operating hours.

<u>Emerald Bay Lap Pool:</u>	11814 N Clear Lake Loop
<u>Reflection Bay Pool:</u>	12115 S Clear Lake Loop
<u>Biscayne Bay Recreation Pool:</u>	13210 E Windward Bay Dr
<u>Diamond Bay Water Park:</u>	2034 N Trinity Bay Dr

What are the swimming pool hours?

A Shadow Creek Ranch Pool schedule can be obtained by visiting <https://shadowcreekranchoa.com/pools/>. Schedules are also posted at each of the Recreation Centers.

How do I obtain new SCR Membership Access cards?

After closing on your home, contact the HOA management office to obtain two (2) SCR Membership Access cards.

- Send an email to Help@shadowcreekranchoa.com, or
- visit our office at 12234 Shadow Creek Parkway, Bldg. 3, Ste. 112, Pearland TX 77584 (behind Sherwin Williams). Office hours are Monday through Friday from 8:30 am to 5:00 pm.

Proof of residency at Shadow Creek Ranch is required. Please have your HUD statement/Warranty Deed and identification available for new registration.

How do I activate my SCR Membership Access Card?

SCR Membership Access cards automatically renew annually once your HOA dues are paid in FULL. Membership access cards are activated within 24 – 48 business hours for Members paying their dues after the due date.

How many membership cards am I entitled to have?

Members are entitled to two (2) membership cards. Additional membership cards cannot be issued even if there are additional members who reside at the property of record. Membership cards allow access to four (4) people per card (including infants). Contact the HOA at 713.436.4563 or at help@shadowcreekranchoa.com to request seasonal guest passes, which are available for a fee.

When do membership cards need to be surrendered?

Membership cards are connected to the property to which they were issued. Upon resale of a property, membership cards should be returned to the Shadow Creek Ranch HOA office, or they may be given directly to the new owner by the seller.

Tenants (renters) may obtain membership cards through the property owner. Tenants should surrender membership cards to the property owner or HOA office when moving out of the home to which the cards were issued.

How do I report a lost or stolen card?

Contact the Shadow Creek Ranch HOA at 713.436.4563 or email help@shadowcreekranchoa.com to report a lost or stolen membership card.

How do I obtain a replacement card for a lost or damaged card?

Applications to replace missing membership cards are available online at <https://shadowcreekranchoa.com/pool-forms/> or at the Shadow Creek Ranch HOA office located at 12234 Shadow Creek Parkway, Bldg 3, Ste 112, Pearland TX 77584.

- Lost or stolen cards may be replaced for **\$100.00** per card. The fee must be paid at the time the application is submitted. Payment can be made by check or credit/debit card. Allow up to 3-5 business days for processing.
- Damaged cards can be replaced for a cost of **\$35.00** per card, once the damaged card has been returned to the HOA office.

May I bring guests with me to the pools?

Yes, but keep in mind that only four (4) people (any combination of owners or guests) may have access per membership card. That's a total of eight (8) people (any combination of owners or guests) per household with both membership cards. Contact the HOA at 713.436.4563 or help@shadowcreekranchoa.com to request additional guest passes for a fee.

Do the swimming pools have age restrictions?

Yes, per the following guidelines:

- **Must be 18+ years of age to enter with guest(s)**
- **Must be 15+ years of age for unsupervised access, no guest(s)**
- **Patrons 14 years of age and younger must be accompanied by an owner or guest 18+ years of age**

Can the swimming pool be rented for private events?

Pool rentals are available through the pool management company Bearfoot. Please visit <https://bearfoot.net/pool-parties/> for more information on renting pools.

When do the swimming pools open?

The official 2022 swimming pool season at Shadow Creek Ranch is **May 27 – September 4**.

Swim at Your Own Risk (SAYOR) seasons are available outside of the official pool season. The three SAYOR seasons scheduled for 2023 are:

- **April 3 - May 26**
- **September 5 - October 22**
- **November 6, 2023 – February 2, 2024**

“Swim At Your Own Risk” means there will be no lifeguards or monitors on duty during posted pool operating hours.

Shadow Creek Ranch Maintenance Association, Village of Emerald Bay Homeowners Association, Inc., Village of Reflection Bay Homeowners Association, Inc., Village of Biscayne Bay Homeowners Association, Inc., Village of Diamond Bay, Inc., and FirstService Residential, Inc. are ***NOT RESPONSIBLE*** for any injuries, including death, that may occur at a pool. Patrons are encouraged to swim in pairs. All posted pool rules must be adhered to at all times.

Please reference the 2023 pool schedule for hours of operation for each pool at <https://shadowcreekranchhoa.com/pools/>.

Are pools closed during severe weather conditions?

The pool management company, Bearfoot, has the authority to close the facility due to inclement weather. When thunder is heard, lightning is seen, or a severe weather warning is issued; all pools will be cleared **IMMEDIATELY**. Pools will remain closed for at least 30 minutes following an observable thunderclap or lightning strike.

To get the latest news on pool closures or delays, follow Bearfoot on Facebook at www.facebook.com/BearfootLLC/

Who do I contact if I witness a crime being committed at any recreational facility?

Call 9-1-1 immediately, then:

- contact the HOA office at 713.436.4563 or email help@shadowcreekranchhoa.com, or
- contact Bearfoot at 832.886.1540 or email contact@bearfoot.net.

Engaging in criminal activities on any Shadow Creek Ranch common elements may result in the loss of amenity access privileges. Parents or guardians may assume responsibility and penalties for the actions of minors.

UNDER NO CIRCUMSTANCES WILL THE USE OF GLASS CONTAINERS, ALCOHOL, TOBACCO, VAPING PRODUCTS, ILLEGAL DRUGS, AND GRILLS BE PERMITTED AT ANY RECREATIONAL FACILITIES OR PLAYGROUNDS.

Does Shadow Creek Ranch offer Swimming Lessons?

Swimming lessons are offered by the pool management company Bearfoot. Please visit www.bearfoot.net to receive more information on swimming lessons.

Does Shadow Creek Ranch offer Lifeguard Certification courses?

Bearfoot offers American Red Cross Lifeguarding, First Aid, CPR/AED & Oxygen training courses. For pricing and availability contact Bearfoot at 832.886.1540, email contact@bearfoot.net or visit them online at www.bearfoot.net

Does Shadow Creek Ranch have a Splash Pad?

Yes, the Splash Pad is located at the Biscayne Bay Recreational Center, located at 13210 Windward Bay Drive. The pad will be open April 3 through October 22, 9:00am-9:00pm.