



## 2026 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.

<u>Emerald Bay (lap pool/heated):</u>	11814 N Clear Lake Loop
<u>Reflection Bay (lap pool):</u>	12115 S Clear Lake Loop
<u>Biscayne Bay:</u>	13210 E Windward Bay Dr
<u>Diamond Bay Water Park:</u>	2034 N Trinity Bay Dr

### **How do I obtain new SCR Amenity Access cards?**

A valid SCR amenity access card (fob) is needed to enter the pool area. Each card allows access to all recreational areas during operating hours throughout SCR. Each card permits access for up to four (4) people including the card holder.

After closing the sale of your new home, contact the Community Management office to obtain two (2) SCR amenity access cards.

- Send an email to [help@shadowcreekranchhoa.com](mailto:help@shadowcreekranchhoa.com), or
- visit our office at *12234 Shadow Creek Parkway, Bldg. 3, Ste. 112, Pearland TX 77584* (behind Sherwin Williams). Office hours are Monday-Friday, 8:30 am - 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 Amenity Access Card?**

SCR amenity access cards are active, once they are issued.

Amenity access cards will be deactivated for all homeowner Accounts with a balance at the beginning of May. Accounts must be paid in FULL to restore amenity access. Homeowners must inform the Community Management team to provide an alert that the balance has been paid. Restoration of amenity access cards can take 24 – 48 business hours depending on when notification is received.

### **How many amenity access cards am I entitled to have?**

Members are entitled to two (2) amenity access cards per home regardless of the lot or home size or number of occupants. Each card allows access to four (4) people per card including the card holder. Contact Community Management at 713.436.4563 or at [help@shadowcreekranchhoa.com](mailto:help@shadowcreekranchhoa.com) to request limited seasonal guest passes, which are available for a fee.

### **When do amenity access cards need to be surrendered?**

Amenity access cards are connected to the property to which they were issued. Upon resale of a property, amenity access cards should be returned to the Community Management office, or they may be given directly to the new owner by the seller.

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

### **How do I report a lost or stolen card?**

Contact the Community Management office at 713.436.4563 or email [help@shadowcreekranchhoa.com](mailto:help@shadowcreekranchhoa.com) to report a lost or stolen amenity access card.

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

Applications to replace missing amenity access cards are available online at <https://shadowcreekranchhoa.com/pool-forms/> or at the Community Management office located at 12234 Shadow Creek Parkway, Bldg. 3, Ste 112, Pearland TX 77584.

- Lost or stolen cards can be replaced for a **\$100.00** fee 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 Community Management office.

### **May I bring guests with me to the pools?**

Yes, but only four (4) people (any combination of owners or guests) may have access per amenity access card. That's a total of eight (8) people (any combination of owners or guests) per household with both amenity access cards. Contact the Community Management office at 713.436.4563 or [help@shadowcreekranchhoa.com](mailto:help@shadowcreekranchhoa.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 2026 swimming pool season with lifeguards on duty daily takes place from **May 23 – August 16**.

Weekend lifeguard coverage is provided August 22-September 7.

Swim at Your Own Risk (SAYOR) seasons are available outside of the official pool season. The three SAYOR seasons scheduled for 2026 are:

- **January 1-February 1**
- **March 2 – May 22**
- **September 8 – December 31**

NOTE: “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 2026 pool schedule for hours of operation for each pool at <https://shadowcreekranchhoa.com/pools/>.

## What are the swimming pool hours?

A Shadow Creek Ranch Pool schedule can be obtained by visiting <https://shadowcreekranchhoa.com/pools/>. Schedules are also posted at each of the pool locations in a shadow box by the pool gate entrance. Pool schedules change throughout the year so be sure to check the schedules.

## 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/](http://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](mailto:help@shadowcreekranchhoa.com), or
- contact Bearfoot at 832.886.1540 or email [contact@bearfoot.net](mailto: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 PERSONAL SHADE STRUCTURES, 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](http://www.bearfoot.net) for more information.

### **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](mailto:contact@bearfoot.net) or visit them online at [www.bearfoot.net](http://www.bearfoot.net)

### **Does Shadow Creek Ranch have any other water play features?**

Yes, the **Splash Pad** is located at the Biscayne Bay Recreation Center, located at 13210 Windward Bay Drive. The pad will be open April 6 through October 31, 9:00am-9:00pm.