

### *It's storming. Is your facility still open?* ☁️

Typically, yes. SwimAtlanta's pools are grounded and do not close during lightening or thunderstorms.

### *What is your inclement weather policy?* 🗣️

In the event of the pool closing for snow, tornadoes or extreme weather conditions, cancellation notices will be posted on our website: [www.swimatlanta.com](http://www.swimatlanta.com). In addition, A SwimAtlanta Credit will be issued to the family's swim school account for use as payment toward their next registration.

### *What if SwimAtlanta must cancel class?* ✂️

In the unlikely occurrence of a class cancellation due to pool maintenance, instructor absence or any other extenuating circumstances SwimAtlanta will notify the customer by email and/or phone of the cancellation. In addition, a SwimAtlanta Credit will be issued to the family's account for use as payment toward their next registration.

### *What if I have a "potty accident" (defecate) in the pool?* 🚽

If a student defecates in the pool it is critical that the shop/office staff be notified immediately. The student (regardless of age) then is required to wear both a disposable swim diaper and a vinyl cover under their swimwear. Multiple incidents will result in dismissal from SwimAtlanta.

### *How big & deep is your pool? How many lanes does it have?* 🏊

The **big pool** is an Olympic sized swimming pool. **Water depth is 4-10 feet.**

**Big pool** long course is **50 meters** long, has 10 lanes, 8 diving blocks;  
short course is **25 yards** across, has 24 lanes, 8 diving blocks.

The **small pool** is about **30 ft.** long by **15 ft.** wide, about 5 yds. x 10 yds. **Water depth is 3-4 feet.**

### *Is your pool heated?* ⚠️

Yes. SwimAtlanta Sugarloaf has two heated pools.

The big pool temperature is maintained at a comfortable level for active training.

The small temperature is maintained at a comfortable level for small children.



### *Is your pool chlorine or salt water?* 💧

SwimAtlanta Sugarloaf has two pools, both use chlorine. Chemical levels are checked regularly by staff to ensure proper balance is maintained.

### *Is your pool a recreational swimming facility?* 🦆

No. SwimAtlanta is a training facility only. Pool use is for Swim School, Swim Team, and paid Lap Swimming only.

### *Do you offer SCUBA diving lessons?* 🤿

SwimAtlanta does not register students for SCUBA lessons. Dive/Dive/DiveAtlanta uses SwimAtlanta's pools for their diving lessons.  
<https://www.diveatlanta.com>

### *Do you rent pool space?* 📝

Please contact manager, Kim Hurst: [kim@swimatlanta.com](mailto:kim@swimatlanta.com)

### *Do you have lifeguards at your pool?* 🕹️

No. We are a training pool only. We have qualified instructors and coaches, but no lifeguards on duty. Swim at your own risk. Contact Pool Management Gwinnett <https://www.gwinnett-pmg.com> for pool maintenance, or lifeguard services.

### *Is SwimAtlanta safe?* 🛡️

SwimAtlanta strives to keep a safe, family-friendly environment. In the circumstances that management feels someone is putting themselves and/or others in danger, demonstrating inappropriate behavior, abusing the facility or becoming aggressive, that person will be asked to leave the facility and their registration will be terminated. Management reserves all the rights to terminate registration at any point. In this event, an adjusted refund will be offered.