

# Family Aquatic Center FAQs

## LOCATION

### **Where is the Family Aquatic Center located?**

The Family Aquatic Center is located in the Lions Club Park at 1800 E Stan Schlueter Loop in Killeen.

## HOURS OF OPERATION

### **What are the days and hours of operation?**

Monday – Closed for Maintenance (Swimming Lessons and Aqua Tabata only)

Tuesday-Friday 11:00am-5:00pm

Saturday 10:00am-6:30pm

Sunday 1:00-6:30pm

## ADMISSIONS AND PAYMENT

### **What are the admission prices for the Family Aquatic Center?**

Children 3 and Under – Free

Youth 4-16 - \$6.00

Adult 17-54 - \$7.00

Senior (55+) - \$5.00

We ask that seniors identify themselves as such at the admission window to obtain the senior rate

### **What kind of payment do you accept?**

We accept Cash, MasterCard and Visa. We do not accept Checks, American Express, or Discover Card.

### **What is your refund policy?**

We do not offer refunds for admissions. The Family Aquatic Center is an outdoor facility that runs at the mercy of outdoor conditions.

### **Do you have discount tickets or coupons available?**

Due to the affordability of the admission fees, and in order to keep them low, the Family Aquatic Center does not offer discount tickets or coupons.

### **Do you offer Season Passes?**

Yes. Season pass fees are as follows:

<b>Season Pass</b>	<b>Price</b>
Youth (4-16)	\$75
Adult (17-54)	\$100
Family (2 Adult/2 Children)	\$175 (\$20 per additional member)
Senior (55+)	\$75

**Do guests that choose not to swim still have to pay admission?**

The Family Aquatic Center charges an admission fee, therefore everyone must pay it regardless of whether or not they plan to swim.

**Can I re-enter the park if I leave?**

A stamp will be issued to allow re-entry into the park gates. However, if the facility reaches max capacity, you may be asked to wait in line to return into the facility.

**ATTIRE**

**Does the Family Aquatic Center have a dress code?**

Family friendly, proper swimwear is required for all water attractions, as well as in all the pools within the facility (this includes standing in the zero depth kiddie area). Denim, basketball shorts, cotton material and swimwear with zippers, buckles, or rivets are not permitted. Thong bathing suits and/or attire that are see through will not be permitted. Clothing with offensive material is not allowed inside the park. No undergarments are permitted to be worn as swim attire.

**Are children required to wear a swim diaper?**

Children who wear diapers are required to wear a swim diaper while in the water. A regular diaper not only fills up and falls apart, but also weighs down children in the water, which is a safety hazard.

**Are water shoes allowed?**

Water shoes may be worn in the kiddie area and competition pool. However, water shoes are not permitted on any attraction within the park, due to the safety hazard it causes.

**FOOD/CONCESSIONS**

**Are patrons allowed to bring in their own cooler into the park?**

Patrons may bring their own cooler into the park for a cooler fee of \$10. The cooler may contain ice and water only and may not exceed thirty (30) quarts, or 19.5 x 14.25 inches.

**Is alcohol allowed in the park?**

Alcohol is not allowed in the facility.

**Does the Family Aquatic Center have a concession stand?**

There is a concession stand in the Family Aquatic Center.

**CAN I BRING...**

**Can I bring goggles with me?**

Patrons may bring goggles, but the Family Aquatic Center does not allow masks that are made of tempered glass (this applies to most goggles that cover the nose).

**Can I bring my own life jacket? Do you offer life jacket rentals?**

Life jacket rentals are available for \$3, with a \$10 replacement fee should the jacket be lost, stolen or destroyed. Patrons may bring their own life jacket, however they must be approved by the Coast Guard and have the tag inside the jacket. All outside life jackets will be searched by desk staff.

**Are pool toys allowed in the park?**

Pool toys are not allowed in the park.

**Can I bring a float for my infant child?**

We do not allow any outside floats within the park. You are, however, allowed to bring your own coast guard approved life vest for your infant. Note: Any child in a life jacket, or below 48" in height, must be within arm's reach of their parent or guardian at all times.

**Are strollers allowed in the park?**

Strollers are allowed within the park. All strollers with storage areas will be subject to search at the entrance. Strollers must be placed away from the water, and out of the walkway, to avoid impeding access to the pools and walking spaces.

**Can I bring my own chairs, umbrellas, and/or tents into the Family Aquatic Center?**

The Family Aquatic Center does not allow guests to bring tables, pop up tents, or large umbrellas. These items can not only impede the walkway, but also create a risk should the wind catch them and hit another patron. The Family Aquatic Center does, however, allow fold up stadium chairs as long as they are out of the walkway and kept away from the pool edges. Management reserves the right to move any chairs impeding access to the pools and walkways at any time.

**Is smoking allowed in the park?**

Smoking and/or vaping are not allowed within the confines of the park. Patrons wishing to do so must exit the facility and be at least 15 feet away from the entrance.

**Does the Family Aquatic Center have lockers for patron use?**

Lockers are available for patron use for a fee of 1.50 per use, quarters only.

**RENTALS**

**Does the Family Aquatic Center have rentals during park hours?**

The Family Aquatic Center offers three pavilions for rental during park hours. Each pavilion rental is \$200 for a two (2) hour rental and comes with 25 admission tickets to the park to be used for the rental, as well as the ability to bring in a cake or cupcakes.

**Does the Family Aquatic Center have chairs, tables, and shaded areas?**

The Family Aquatic Center has tables, chairs, and shaded areas for use by patrons throughout the park. This is provided on a first come, first serve basis. We do not guarantee specific seating within the park with general admission pricing. The only reserved seating available is within the pavilions during a rental.

**Can I have decorations in my rental area? Can I get in early to decorate?**

We ask that patrons limit their decorations to items that will not blow into the pool or impeded other guests. Access to the rental area will be allowed at the specified rental time.

**Is admission for my guests included in the rental fee?**

The Family Aquatic Center Pavilion Rental includes 25 admission tickets to the park to be used for the rental.

**How do my guests enter the Family Aquatic Center for a party?**

When rental guests enter the facility, they will notify the front desk staff of the party they are attending. The staff will check their bags, and they will be directed into the park to the pavilion.

**SPECIAL NEEDS**

**What if I have special needs?**

If you have any special needs or accommodations necessary during your visit, please let us know by calling ahead at 254-501-6537, so that we can best serve you.

**POLICIES AND PROCEDURES**

**Can I go off the diving board if I cannot swim?**

No. Those who cannot swim may not go off the diving board.

**Can I go down the bowl slide/plunge slide if I cannot swim?**

No. Both the bowl slide and plunge slide exit into 9 feet of water, which would create a safety risk for those who cannot swim.

**Can I down the racing slides if I cannot swim?**

Yes. The racing slides exit into 3.5 feet of water. Therefore, it is safe for those who are unable to swim.

**Can I drop off my child and pick them up later?**

In order to maintain proper supervision, parents/guardians must maintain ACTIVE SUPERVISION of children 12 years and under. All children less than 48" must be within arm's reach of a parent/guardian at all times. Children age 13-16 may enter the park alone with the completion of a Youth ID Form, signed by a parent/guardian.

**Does the park ever hit capacity?**

The Family Aquatic Center is limited in the number of guests we can accommodate. On very hot days and holiday weekends, the park hits capacity quickly. We suggest arriving early to ensure entrance to the park. Once capacity is hit, we will not allow guests in the park until other guests exit.

**What is the Family Aquatic Center severe weather policy?**

The Family Aquatic Center is an outdoor facility that operates at the mercy of outdoor conditions. Due to severe weather, the Family Aquatic Center may be forced to shut down for the safety of patrons and staff members. Staff will notify patrons upon entry if there is a risk for rain or bad weather that day. We do not offer refunds on admissions, and tickets are purchased at one's own risk.

**Is the Family Aquatic Center accessible to the disabled?**

The Family Aquatic Center staff strives to assist guests with disabilities to the best of our ability. Our zero depth entry allows wheelchairs and those with limited mobility to access the pool without the use of stairs. The park also features one ADA compliant lift. Please speak to a manager at the entrance gate about any needs you may have, or call ahead at 254-501-6537

**How does the Family Aquatic Center protect its patrons and team members from unruly behavior?**

The Family Aquatic Center is a family-friendly environment. We ask all patrons to respect those around them and the team members working at our facility. We have a zero tolerance policy for abusive language or behaviors, as well as a behavior clause in all of our facilities. Management reserves the right to eject patrons at any time.

**JOBS**

**How do I get a job at the Family Aquatic Center?**

The Family Aquatic Center is part of the City of Killeen Recreation Services that runs two facilities: Family Aquatic Center and Long Branch Pool. You can learn more at [www.killeentexas.gov/swim](http://www.killeentexas.gov/swim) for more information and view open positions at <https://www.killeentexas.gov/168/Open-Positions> .

**CONTACT INFORMATION**

**Whom do I contact if I have an issue?**

Most issues can be solved with our onsite management team at the park. Please proceed to the front office, in the entryway of the park, should you need assistance during your visit. Any other issues can be directed to our Recreation Services Aquatics Manager, Claryce Free, at 254-501-6536 or [jfree@killeentexas.gov](mailto:jfree@killeentexas.gov). Phone calls and emails to this line will be returned in the order received during City of Killeen business hours, which are regularly Monday through Friday 8am-5pm.

