



2022 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 Diving Pool:</u>	12115 S Clear Lake Loop
<u>Biscayne Bay Recreation Pool:</u>	13210 Windward Bay Drive
<u>Diamond Bay Water Park:</u>	2034 Trinity Bay Drive

What are the swimming pool hours?

A Shadow Creek Ranch Pool schedule can be obtained by visiting www.shadowcreekranchoa.com. 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, Suite 3112, Pearland TX 77584 (behind Sherwin Williams).

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 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 will not 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 (not age specific).

When do membership cards need to be surrendered?

Membership cards are tied not only to a person, but also to the specific property. Membership cards should be returned to the Shadow Creek Ranch HOA office or they may also be provided directly to the new owner.

Tenants may obtain membership cards through the property owner at the discretion of the owner. Tenants should return membership cards to the property owner or HOA office, when moving out of the association.

How do I report a lost or stolen card?

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

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

Applications to replace missing membership cards are available online at www.shadowcreekranchhoa.com/pool-forms or at the Shadow Creek Ranch HOA office located at 12234 Shadow Creek Parkway, Suite 3112, Pearland TX 77584.

- Lost or stolen cards may be replaced for **\$100.00** per card. The fee must be paid at the time of application by check or credit/debit card payment. Allow up to 3-5 business days for processing.
- Damaged cards may be replaced by returning the damaged card to the HOA office. The cost of replacement cards are **\$35.00** per card.

May I bring guests with me to the pools?

Yes, up to four (4) owners/guests may have access per membership card. Contact the HOA at 713.436.4563 or help@shadowcreekranchhoa.com to request additional guest passes for a fee.

Can the swimming pool be rented for private events?

Pool rentals are available through the pool management company Bearfoot. Please visit www.bearfoot.net for more information on renting pools.

When do the swimming pools open?

The official 2022 swimming pool season at Shadow Creek Ranch is **May 28 – September 5**.

Swim at Your Own Risk (SAYOR) seasons are available outside of the official pool season. The two SAYOR seasons scheduled for 2022 are:

- **April 5 - May 26**
- **September 6 - October 22**

Please reference the 2022 pool schedule for hours of operation for each pool at www.shadowcreekranchhoa.com/wp-content/uploads/2022/03/Pool-Schedule-2022.pdf.

At Shadow Creek Ranch safety is our #1 priority, the Bearfoot lifeguards are all American Red Cross certified and CPR/AED trained.

In order for the Shadow Creek Ranch pools to remain safe, successful, and enjoyable for our Members, the HOA addresses maintenance, repairs, usage regulations and liabilities during the time of year the pools are closed.

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 seen or a severe weather warning is issued; all pools will be cleared **IMMEDIATELY**. Pools will remain closed for at least 30 minutes from last thunder or lightning observation. Your cooperation is greatly appreciated.

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

Who do I contact, if I witness someone committing acts of vandalism?

If you witness vandals in the act, call 9-1-1.

For after the fact reporting:

- 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.

Individual(s) committing acts of vandalism to the pool, pool facility, equipment and/or surrounding association common areas will lose all amenity privileges for a period to be determined by the Association Board, and be held responsible for the cost to clean and/or repair of damaged items. In the event the individual(s) are minors, the parent/guardian shall assume all responsibility for the minor's actions. The Board will consider individual events.

UNDER NO CIRCUMSTANCES WILL THE USE OF GLASS CONTAINERS, ALCOHOL, TOBACCO, ILLEGAL DRUGS OR GRILLS BE PERMITTED IN ANY AMENITY CENTER FACILITIES OR SURROUNDING COMMON AREAS (playground, basketball court, tennis courts, etc).

Does Shadow Creek Ranch offer Swimming Lessons?

Swimming lessons are offered by our 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 Biscayne Bay, 13210 Windward Bay Drive. The pad will be open April 5 through October 22, 9:00am-9:00pm.

Are reservations required to utilize the common areas (pavilions and open lawn areas)?

The common areas (pavilions and open lawn areas) are available on a first come, first serve basis. Reservations are not available. Any permits required must be obtained by the City of Pearland at 281.652.1638 or online at www.pearlandtx.gov.