



Community Association, Inc.

## Avenel Pool Reservations

### Reservation guidelines:

- Reservations will be available on a first come, first serve basis for predetermined two-hour blocks. The blocks are: 10 a.m.-12 p.m.; 12:30 p.m.-2:30 p.m.; 3 p.m.-5 p.m.; and 5:30 p.m.-7:30 p.m.
- Reservations may only include members of your household.
- Time blocks can be reserved up to 48 hours in advance of the block start time.
- Every member will be permitted one 2-hour block per day.
- Capacity is currently limited to a total of 65 members per two-hour block.
- Guests are not permitted at this time.
- Please cancel your reservation if your plans change, and you are unable to make your reserved block, so that the session becomes available for other members. Fully cancelling a reservation for multiple people requires cancelling the reservation for each person; please see below for instructions.

Please do not contact the lifeguards for assistance with your reservation. If you have questions or you are unable to access the system, please contact the ACA office.

**REMINDER: To visit the pool, you must have a reservation AND a picture ID pool pass.**

### How to make a reservation:

1. Go to Omnify using this link: [avenel.getomnify.com](https://avenel.getomnify.com)
2. Select a date.
3. Select a time block. Time blocks can be reserved up to 48 hours in advance.
4. Enter your email address.
5. Create your account, if you have not already, or login to your account.
6. Accept the Release and Waiver Agreement and Cancellation policies.
7. Confirm the booking. A confirmation will be sent to your email address.
8. Click on Add to Calendar to add the booking to your calendar.

You must make your reservation for any and all persons from your household wishing to attend the reserved time block.

### How to cancel your reservation:

1. Log in to your account.



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2. In the right corner, click on the dropdown arrow menu.
3. Select View Profile.
4. Click on My Schedule. The schedule will show you, the account holder, by default.
5. Click on Details for the time block you wish to cancel.
6. A pop-up screen will appear. Click on Cancel Booking at the bottom.

If you signed up other family members, this will not fully cancel your reservation. It will only cancel the reservation for you. See below for cancelling family members.

If you have others in your family that also need to cancel:

1. Go to My Schedule.
2. Click on the box with your name. The dropdown will show all of the family members associated with your account.
3. Select the name of the person whose reservation you wish to cancel.
4. Click on Details.
5. Click on Cancel Booking. Repeat as needed.

A cancellation email will be sent to your email address.

#### **How to view your scheduled reservations:**

1. Login to your account.
2. In the right corner, click on the dropdown arrow menu.
3. Select View Profile.
4. Click on My Schedule.
5. All of your booked, and cancelled, reservations will be listed on the screen.



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## **FAQ**

### **Is there an app for the Omnify reservation system?**

There is not a mobile app for users. However, once you have created an account, you can simply type [Avenel.getomnify.com](https://Avenel.getomnify.com) into your browser, and the site will appear. It's easy to use on your smart phone, computer or tablet.

### **Do I have to come on time to my reservation?**

No, you may come at any time during your reserved time block.

### **Is a reservation required?**

Yes, a reservation and a picture ID pool pass are required to visit the pool.

### **Could I use the pool more than one block per day?**

At this time, every member is permitted one time block per day. As the season progresses, and we evaluate usage, the Association will review and may consider modifying the current guidelines.

### **Can I book a reservation for family members who want to use the pool at a different time?**

Yes. When you book the reservation, select only the family members that will come. If you wish to come at a different time, make a separate reservation for yourself.

### **Can I reserve a lap lane?**

Lap lanes are available on a first come, first serve basis. Lap lanes may only be used by one person, per lane, at a time.