

Due to new public health guidelines regarding physical distancing and reduced occupancy, lap lanes will be for use by advanced reservations only, using our online registration software, CivicRec. The information below will help guide you through this process.

What is the Anthem Community Council doing to enhance safety protocols? Staff at all ACC facilities will be temperature checked at the start of their shift, and will be required to wear face masks when interacting with the public. Plexiglass barriers have been installed at all of the customer service desks to enhance safety during face-to-face interaction, as well. Strict sanitation procedures are being implemented at all facilities & amenities, to be in compliance with CDC guidelines.

I have not previously registered online for any programs or facility reservations; how do I access my online account? Please call the Community Center first, and staff will provide a membership login (email) and password. If you create your own account using a different email than what may have originally been set up, it could lead to duplicate accounts and problematic registration issues.

If I have forgotten my password, what should I do? If you know the email that you used to set up your account, you can choose “Forgot Password” to create a new one. Or, if you need further assistance, you may call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) for a new password to be sent to you.

What if my CivicRec account doesn't work? If your account isn't working, please call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) and you will be able to receive assistance. Please DO NOT attempt to set up a new account.

I live in the Country Club; do I have an account? Country Club residents are eligible for membership to the Community Center. If you have not done so previously, call the Membership Office (623-792-8624 or 623-879-3011) and make an in-person appointment to set up your membership account. Otherwise, follow the steps above.

How can I reserve a lap lane? At the end of this document is “How to reserve lap lanes.” It will walk you through the process step-by-step. You also can call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) for staff to help walk you through the process over the phone.

Why am I having trouble making a reservation from my tablet or cell phone? During high-volume times, we advise that you use a desktop device if you are experiencing issues.

What does “lap swim” mean? Lap lane reservations are for forward swimming and movement from one end of the lane and back only. No standing or running in place, or social visiting with other swimmers will be allowed when using the lanes.

What does ‘Lane A’ or ‘Lane B’ mean? There will be lane reservations for up to two individuals per lane; one resident starting for each side. The ‘A’ lanes will be on the east side of the pool; ‘B’ lanes will be on the west side of the pool.

Can I reserve more than one lane/spot? You may only reserve one lane per person, for a one-hour timeslot per day. This can be done up to 48 hours in advance.

Can I reserve lanes on more than one day at a time? You may reserve up to two total timeslots (so, one timeslot on two different days) at one time.

How do I cancel my reservation? Once the reservation is completed, if it is within 24 hours, we are able to cancel the reservation so that other residents may reserve the spot. Please make every attempt to use the time that you reserve.

Can a lane be reserved for a family or non-lap/rec swim? Through May 22, there will be no open or rec swim available; open and rec swim will be available via the water park and open swim reservation process for use after that date.

When should I arrive for my reservation? Reservation holders may arrive 10 minutes prior to their reservation time, but will be asked to wait until staff has completed the sanitation protocol before entering the pool area.

Where do I check in for my reservation? You will be required to enter the pool area through the south gate adjacent to the parking lot.

Can non-residents reserve lanes? Only residents may make reservations.

Will there be lane reservation fees? There will not be fees for a reservation; the reservations are simply to ensure that we're staying below safe occupancy guidelines.

During what hours can I make reservations? Residents may reserve one, one-hour timeslot for a lap lane between the hours of 10 a.m.-7 p.m. through May 22. More lanes will be available for reservations after that date.

Can a family of two or more reserve more than one lane per hour? Yes; you may reserve two lanes if you have two swimmers at the same time. Please try to reserve the same lane per family (i.e. Lane 2A and 2B).

How are lanes shared? Each lane will be split via the tiles on the bottom of each lane. Swimmers should stay to the right side of the lane from their starting point, and should stop on your side of the pool.

Do residents have to wear masks at the pool? Masks will be encouraged for residents checking in or leaving. Residents will not be required to wear masks in the outdoor pool area; and should NOT use them in the pool water.

Will locker rooms be available? Please arrive ready to swim in your swimsuits; the pool area restrooms and outdoor showers (for use while in full swimsuits) will be available if needed. Indoor locker rooms are being used for indoor fitness floor users, summer campers, etc. The Family Restroom will be available to pool users, as needed.

HOW TO RESERVE LAP LANES

Below are the instructions to register for available timeslots:

- Log onto *OnlineAtAnthem.com*, click the 'Resident' tab, and then click 'Activity Registration.'
- You are now in the CivicRec signup area. Log in to your account (follow the "How to Log Into CivicRec" document if you have issues; do not attempt to create a new account). Call the Community Center (623-879-3011) if you cannot remember your login email.
- Once logged in, go to the 'Facility Rentals & Information' tab and then 'Community Center'; there, you will see the lap lane options.
- Select the lane, time and date you wish to reserve.
- Select all household members that will be reserving spots.
- Hit the 'Add to Cart' button.
- Verify you have read the Lap Lanes FAQ document.
- Agree to the Facility Waiver.
- Hit the 'Check Out' button.
- Click 'Email' to receive your confirmation email and the FAQ document.