



Aquaventure is pleased to announce a brand new lane reservation system for our members! This system will take advantage of our ever popular “Self Service Portal” and offers 2 lanes that are able to be reserved 6:00 AM-4:00 PM each weekday. July 2020 will be our “Test” phase for program. The process for lane reservations is as follows:

- Lane Reservations will be made **EXCLUSIVELY** via the self service portal. No reservations can be made over the phone or via our front desk. *Front desk may answer questions about self service but CANNOT book your reservation for you.*
- Clients wishing to reserve a lane must first have the lane reservation package added to their account. Please email us at info@aquaventurenc.com to have this package added to your account.
- Lane reservations may be made **24 HOURS** in advance. Clients may not “Book out” the entire week.
- Patrons can reserve 1 lane per family or friend unit for a maximum of 1 hour daily.
- Members wishing to swim together in 1 lane should only make 1 lane reservation.
- Reservations are made on the hour throughout the day. Failure to check in for your reservation within 15 minutes of your scheduled start time will result in the lane being opened to any swimmer. The swimmer will not be asked to move should you arrive late.
- Multiple missed lane reservations will result in removal of the lane reservation package from your account.
- When arriving at Aquaventure, please check in with the front desk and let them know you have a lane reservation.
- Lanes 3 & 4 are available for reservation. Only Open Reservation time slots will appear on the Self Service portal. If the time you are looking for isn’t showing up, this means that time frame is already reserved by another member.
- All other lanes will remain open for “free swim,” do not require a reservation, and are subject to our pool schedule and are available on a first come, first serve basis.
- Only Active members can reserve lanes. All membership dues must be paid to date in order to reserve lanes.

Abuse of the Lane reservation system will result in the removal of the lane reservation package from the clients page.

TO RESERVE A LANE:

- Go to aquaventurenc.com and click on “Self-Service Portal” at the Top Left on desktop, or via the drop down menu on mobile.
- Fill in the required information. REMEMBER YOUR USERNAME & PASSWORD
- If you’ve never used the portal please contact our front desk to ensure your self-service option is active.
- For returning clients, simply fill in your username and password and click “Log in”
- Once logged in, on the most left hand side, click “Book Sessions.” This will bring up a calendar view.
- Locate the day and time you wish to reserve a lane from the calendar view.
- Click your preferred time slot based off the selections provided. (i.e. “9AM Lane Reservation”)
- At the bottom right of the created pop up window, click “Book” to secure your lane reservation.