



RANKIN AQUATIC CENTER | SUMMER 2021 LAP SWIM FREQUENTLY ASKED QUESTIONS (FAQ)

Q: WHY IS LAP SWIM TIME LIMITED?

A: The available schedule is our typical (pre-pandemic) schedule, due to accommodations for the Swim Team. As any other typical (pre-pandemic) year, more lap swim availability will open in June when the summer season officially starts (June 7, 2021).

Q: DO I NEED TO MAKE A RESERVATION FOR LAP SWIM?

A: Yes, due to the limited amount of lanes and high demand of lap swim, preregistration is required.

Q: HOW DO I RESERVE A LANE?

A: Visit, <https://secure.rec1.com/CA/City-Martinez/catalog>, to register a lane. Login or create an account to begin the registration process. Use this [\[How to Register for Lap Swim Guide\]](#) for detailed instructions.

Q: WHY CAN'T I SIGN IN?/I FORGOT MY PASSWORD

A: If you are a new user you will have to create a new account. If it says that your email is already registered or you forgot your password, DO NOT CREATE A NEW ACCOUNT, click “**forgot password**” to get an email to reset your password.

Q: I MADE A RESERVATION BUT CANNOT NOT ATTEND, CAN I GIVE MY RESERVATION TO A FRIEND?

A: Yes, as soon as you are aware that you cannot attend and want to have someone else go in your place, email recreation@cityofmartinez.org immediately to inform them of the change. If it is less than an hour before the scheduled time, the registered person must call the pool, at 925-370-6451, to inform them of the change. Refunds will not be given for cancelled reservations.

Q: I CANNOT MAKE IT TO MY RESERVED TIME, CAN I GET A REFUND?

A: Refunds are not available for missed or cancelled lap swim reservations. If you need to cancel your reservation more than 5 hours before your scheduled time, email recreation@cityofmartinez.org. If you need to cancel, less than an hour before your scheduled time, call the pool directly at 925-370-6451.

Q: CAN I SHARE A LANE WITH A MEMBER OF MY FAMILY?

A: Yes, when you register yourself for lap swim, there will be an option on the checkout page to add a shared lane. Simply click the plus sign next to the date you would like to share a lane and add a shared lane for an adult or senior (55+). The fee will automatically be applied. Shared lanes can also be paid to the cashier at the entrance window on the day-of your reservation. **Note: shared lanes are only available for members of the same household**

Q: I HAVE UNUSED LAP SWIM PUNCH PASSES, CAN I USE THEM?

A: No, we are not accepting punch passes this year. We will potentially accept them again next year once we resume our normal pool operations.

Q: HOW DO I APPLY A CREDIT THAT IS IN MY ACCOUNT?

A: Credit refunds that are in your account can be used at any time and will be automatically applied when you register.

Q: WHAT ARE THE COVID-19 PROTOCOLS?

A: All swimmers must wear a mask to the pool and practice social distancing. Lifeguard staff will check everyone in and assign them a lap lane. Each lane will have a chair for swimmers to put their bags and towels. Masks do not need to be worn while in the water. Restrooms will be open, but locker rooms and showers will remain closed. Swimmers will have 15 minutes to gather their equipment and exit the facility once their reserved swim time has ended (45 minutes).

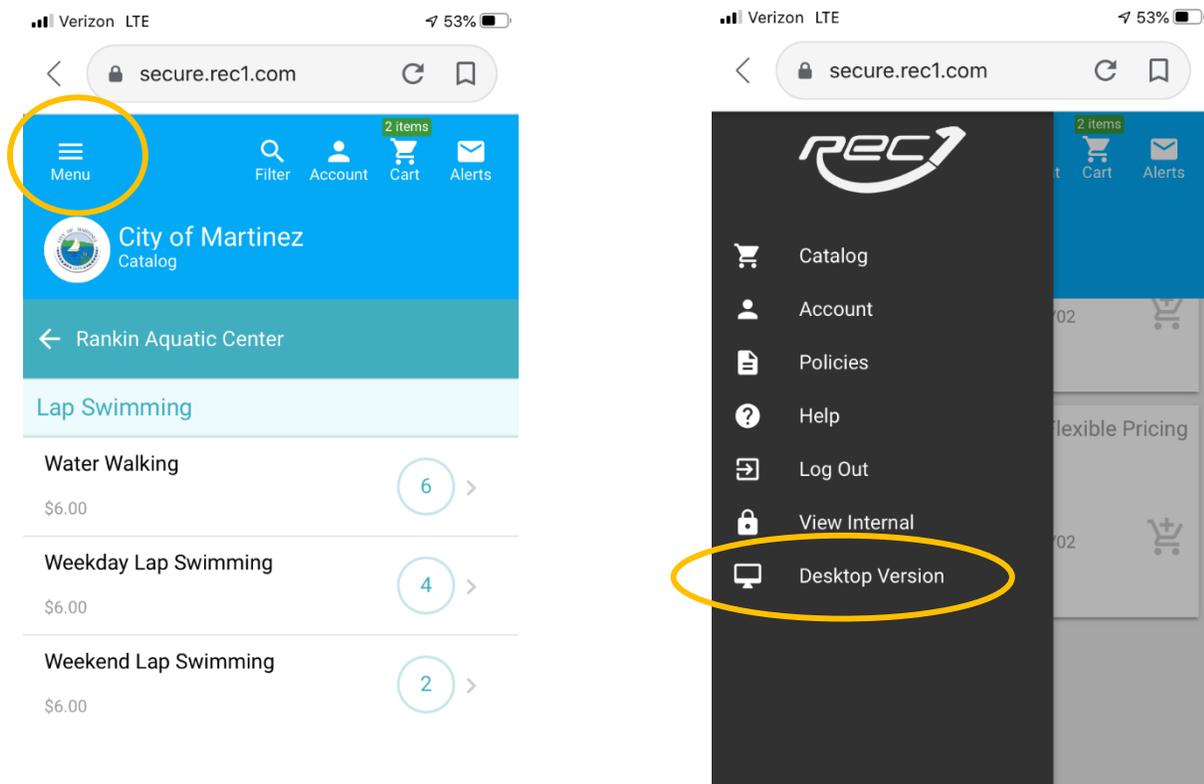
Q: HOW DO I CHECK WHAT I REGISTERED FOR?

A: Log into your registration account, at <https://secure.rec1.com/CA/City-Martinez/catalog> . After you sign in click on the “Account” button on the top left of your screen and then click “Transaction History.”

Q: I CAN ONLY REGISTER ON MY PHONE, THE REGISTRATION PAGES LOOKS DIFFERENT, HOW CAN I CHANGE IT?

A: Using a desktop computer is the best platform to use for this registration system. iPads and smart phones are not as compatible. If you are using a smart phone or ipad, click on the menu button at the top left corner and click on “desktop version” in the drop down menu. Once switched, follow the instructions above. Please note that the information may look squished as it is meant for a desktop not a small phone or ipad screen.

Front view from an iphone:



If you have additional questions, email recreation@cityofmartinez.org.