

2026 TWIN HICKORY RECREATION PACKET

THE OFFICIAL OPENING DAY OF THE POOL IS

FRIDAY, MAY 22ND AT 5:00PM

MEMBERS SPLASH:

We're thrilled to announce that Member Splash, our electronic pool check-in system, will be returning for the 2026 pool season! After a successful experience last year, we're pleased to continue using it.

DIRECTIONS IF YOU ALREADY HAVE A MEMBER SPLASH ACCOUNT

- You do not need to register again.
- Simply login to your Member Splash account (<https://twinhickory.membersplash.com/>) using the same login information as last year.
- Please verify household members in Member Splash to make sure all information is correct.
- Each member must have a current photo in Member Splash or must present a current photo ID to the lifeguards, no exceptions. Members who do not have a current photo in Member Splash or a photo ID will not be admitted into the pool.
- Please make sure emergency contact information is up to date on your account.

DIRECTIONS IF YOU DO NOT HAVE A MEMBER SPLASH ACCOUNT

- Simply visit <https://twinhickory.membersplash.com/> and click JOIN to submit your registration form. **Please note if you are using a phone to register, you will need to click the three lines in the top right corner to find the JOIN tab.**
- Household Information: Provide your household details, review the pool rules, and submit your form online. For those who prefer paper forms, they are available at the office. **Please note: All non-owner adults and children aged 24 years or older must present legal documentation confirming their residency to gain access to the pool.**
- Verification Process: Once submitted, your application will be sent to the Lake House for resident verification. Please note that account verification may take some time, so we encourage early registration. **Remember, only one form per household, please.**
- Confirmation Email: Upon verification and approval, you will receive a confirmation email from the Lake House, indicating that your account is active and ready for use.

Additionally, every household will receive 10 free guest passes! These passes will be automatically uploaded to your online account for convenient access prior to pool opening date.

We hope this new process enhances your pool experience! Should you have any questions or need assistance, please don't hesitate to contact the Lake House.

ASSOCIATION DUES:

Dues are paid quarterly at Twin Hickory. The due dates are as follows: January 1, April 1, July 1, and October 1 and are considered late by the 2nd and late fees are charged on the 15th of each quarter. **If your Owner Account is not paid in full, your online registration will not be approved – no exceptions will be made.** Please take into consideration that when you mail in your Association dues, they go to New Jersey where they are processed; notice is then sent to the Community Group office in Innsbrook who will then email the Lake House staff the payment confirmation. This process takes time – do not be late with your payments if you do not want to miss out on pool time.

INCLUDED IN THIS PACKET:

2026 RULES & REGULATIONS

By registered for the pool, you have agreed that you have read all rules and regulations included in this 2026 Recreation Packet with members of the household and understand and agree that all members and their guests are expected to follow these rules for the safety of everyone at the Twin Hickory Lake House and related facilities. You also agree that you understand that you and your families pool privileges can be revoked or you may be fined by the Board of Directors for non-compliance of the rules and

regulations using the enforcement authority provided in Article II of the Restated and Amended Declaration of Covenants, Conditions and Restrictions for the Twin Hickory Homeowners' Association, Inc. and/or Section 55-513 of the Property Owners' Association Act of Virginia.

2026 POOL HOURS

Pool operating hours, swim team usage hours and days the pool will be closed early due to swim meets are listed on page 5. Please make sure to mark your calendars noting the days the pool will be closed at 4:00 p.m. for swim meets.

TWIN HICKORY TORPEDOES PRACTICE & MEET SCHEDULE

Twin Hickory is excited to announce the return of the Twin Hickory Torpedoes for another great season. We ask for your patience & support while the team utilizes the pool facility for this outstanding youth program. Swimmers may be using three to four lanes during their practice times. **The pool will close at 4:00pm on June 3rd, June 24th, & July 1st for swim meets.** *Additional early closing dates may be added due to inclement weather.*

RENTERS:

Renters must have owners complete and sign the Recreation Waiver **each year**. After, the renter must sign up for Member Splash.

GUEST PASSES:

Every household will receive 10 free guest passes that will be loaded to your account before the season begins. **The free guest passes cannot be used for the July 4th lunch event.** You have the option to purchase an extra bundle of 10 guest passes online for \$25 or you can purchase a single guest pass online for \$5. All guest passes expire at the end of each season.

Each household is permitted up to 6 guests per day. If you plan to have a pool party of any kind that involves 6 or more non-resident guests, you can fill out a Pool Guest Variance form for consideration. They are available at the Lake House or you can email programs@twinhickory.com for more information.

CARETAKER PASS:

A Caretaker Pass may be purchased for \$30 per household per year. A Caretaker's Child Pass can be purchased for \$50 per child per year. A Caretaker and Caretaker's Child Pass are valid only when the Caretaker is accompanied by the resident child/children for which they are caring. These passes can be purchased on your Member Splash account.

SEASONAL GUEST PASSES:

- \$75 for a blank seasonal guest pass that can be used by anyone so long as they are in the presence of a resident of the same pass ID. May only purchase 2 per season. Can be renewed annually.
- \$50 for a personalized seasonal guest pass that can only be used by that guest when they are in the presence of a resident of the same pass ID. May only purchase 2 per season. Can be renewed annually.
- Members must always stay with their guest. **Guests shall not be left at the pool area alone.**

These passes can be purchased on your Member Splash account.

*It is imperative that all members and their guests understand and abide by the pool regulations and guidelines. The rules and guidelines are instituted for the safety of all residents and pool staff. The lifeguards will be making sure that everyone is adhering to these regulations. **A lifeguard's job is to enforce the rules established by the Pool Committee and Board of Directors and most importantly, to take every measure necessary to ensure the safety of all patrons.***

SWIM TEST:

In response to concerns expressed by Coastline Aquatics and the members of the Twin Hickory Homeowners' Association Pool Committee, a "Swim Test" will now be administered to ensure patrons, children in particular, are able to safely navigate the slide area due to the nature of the slide and the effect of the current resulting from the propelled water:

1. This test is designated to grant a person, under 36" in height, permission to be able to utilize the slide.
2. Any person over 36" in height who needs assistance from another person, a lifeguard or adult, to exit the slide splash zone, will be required to take the swim test
3. The swim test shall consist of a person successfully swimming the width of the slide pool (opposite side of the slide area).
 - a. No assistance may be given and the person may not touch the bottom of the pool during the swim test. The person must be able to successfully navigate/swim, under their own power, the full width of the pool to utilize the slide for the remainder of the day/season.
4. Upon successful completion of the swim test:
 - a. The person's name will be added to the Swim Test log as Passed by the Pool Manager,
 - b. The Pool Manager will place a "Pass" sticker on the person's pool ID to ensure they are readily identified upon entry into the pool in the future, and
 - c. Each time the person visits the pool, they will be issued a blue band bracelet, to wear during the duration of their visit, so the lifeguards are able to easily identify the child as one that is allowed to utilize the slide.
5. Upon unsuccessful completion of the swim test:
 - a. The person will be given two attempts per day to pass the swim test,
 - b. The person's name will be added to the Swim Test log as "Failed" by the Pool Manager, and
 - c. Each time the person visits the pool and wishes to utilize the slide, the Pool Manager or Assistant Manager must facilitate step # 3 until the person successfully passes.
 - i. If the person passes after a failed attempt, the Swim Test log will be updated and the Pool Manager will update the sticker to "Pass".

Pool Management/Lifeguard Discretion: Everyone must follow the instructions given by the lifeguards or pool management at all times. Ultimately it is at the discretion of the pool management and the lifeguard staff as to whether a person shall be permitted to utilize the slide.

Guests: Guests are also required to follow steps #1-3 at each visit in order to utilize the slide during their visit. If the guest has the \$50 personalized seasonal guest pass, step #4/#5 will apply. As caretakers and caretakers child passes are not personalized, those persons must follow steps #1-3 each time.

Lake House role: The Twin Hickory Homeowners' Association Board of Directors, Pool Committee and Lake House staff will support the decisions made by the Coastline Aquatics staff.

Please note: If a concern is noted by a Coastline Aquatics staff member about a person's ability to swim in and/or navigate the slide splash zone area, regardless of height, this person must pass the swim test before being permitted to use the slide in the future. Additionally, if a person that has previously passed the swim test but has difficulty in the slide area and a concern is expressed by the Coastline Aquatics staff then the person may be required to retake the swim test. Lastly, if another person enters or provides assistance to the person in the slide splash zone area, to include reaching across the rope for guidance and/or support, the assisted person will not be permitted to utilize the slide again until they have successfully passed the swim test.

TWIN HICKORY POOL RULES & REGULATIONS

These Rules & Regulations are enforced for the safety of all members and their guests. Rules & Regulations are subject to change throughout the season at the discretion of the Pool Committee and Board of Directors. Changes to the Rules & Regulations will be included in The Trails of Twin Hickory Newsletter and posted at the bulletin board.

- All members must check-in at the lifeguard stand with an active Member Splash Account. Each member must have a current photo in Member Splash or must present a current photo ID to the lifeguards, no exceptions. Members who do not have a current photo in Member Splash or a photo ID will not be admitted into the pool.
- Children must be at least 12 years of age to enter the pool area unaccompanied. Children age 11 and under must be accompanied with an adult at least 16 years of age or older to enter the pool area. If those between the ages of 3-11 are left unaccompanied, all residents of the home may face punishment by the Board of Directors.
- Members must stay with their guests. Guests shall not be left at the pool area alone.
- Every hour, on the hour, there will be a 5-minute mandatory rest period for all which will begin when everyone is out of the water.
- A responsible adult **must** be in the pool and within arm's reach of a non-swimmer wearing any flotation device.
- Pool activity is only permitted during pool operational hours. Any activity in the pool or in the pool area after operational hours will be considered trespassing.
- Use of pool facilities is at the risk of the users. The Association, its officers, directors, and agents assume no responsibility for any accident or injury in connection with such use or of any loss, theft, and/or/damage to personal property.
- Security cameras are not monitored in real time. Do not rely upon the security cameras for your personal safety. Recordings will be used to aid in prosecution of any crime committed against Twin Hickory HOA Common Area Property.

Not Allowed:

- Glass or breakable objects
- Trespassing after operational hours
- Intoxication
- Visible alcoholic beverage containers
- Illegal consumption of alcoholic beverages and/or substances
- Swimming in clothing not designed for pool use
- Non-Coast Guard approved life jackets
- Toys/balls not designed for pool use
- Inflatable toys greater than 1 square foot
- Running, pushing, dunking or dangerous games (i.e. shoulder carrying)
- Smoking within 30 feet of enclosed pool area (i.e. cigar, cigarette, pipe or e-cigarette of any kind)
- Hanging or sitting on the lap lane dividers
- Disposable diapers (swim diapers are permitted)
- Diaper changing on deck
- Eating or drinking 5' from pool edge
- Devices that cover the mouth and/or nose

Diving Rules:

- Must dive straight off board and swim to ladder
- Must be able to swim to side without assistance from a person or lifejacket
- Gainer & Inward/Cutaway are not permitted dives
- Goggles are not permitted on diving board

Slide Rules:

- Only one rider at a time
- Feet first with rider lying on his/her back or in a sitting position
- Arms and hands must be kept inside the slide at all times
- Goggles and toys are not permitted on slide/splash area
- Do not block slide exit splash area
- Wait at the bottom of the stairs until the guard calls you up
- No metal grommets or beads on bathing suit
- Weight capacity is 300lbs
- For safety reasons, pregnant women and people with heart or back trouble shall not ride the slide.

Remember... = warning, = sit-out, = kick-out!

2026 Twin Hickory Pool Hours

MAY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					22) 5:00-8:00	23) 10:30-8:00
24) 10:30-8:00	25) 10:30-8:00	26) 1:00-7:00	27) 1:00-7:00	28) 1:00-7:00	29) 1:00-8:00	30) 10:30-8:00

JUNE

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31) 10:30-8:00	1) 10:30-8:00	2) 10:30-8:00	3) 10:30-4:00	4) 10:30-8:00	5) 10:30-8:00	6) 10:30-8:00
7) 10:30-8:00	8) 10:30-8:00	9) 10:30-8:00	10) 10:30-8:00	11) 10:30-8:00	12) 10:30-8:00	13) 10:30-8:00
14) 10:30-8:00	15) 10:30-8:00	16) 10:30-8:00	17) 10:30-8:00	18) 10:30-8:00	19) 10:30-8:00	20) 10:30-8:00
21) 10:30-8:00	22) 10:30-8:00	23) 10:30-8:00	24) 10:30-4:00	25) 10:30-8:00	26) 10:30-8:00	27) 10:30-8:00
28) 10:30-8:00	29) 10:30-8:00	30) 10:30-8:00				

JULY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1) 10:30-4:00	2) 10:30-8:00	3) 10:30-8:00	4) 10:30-8:00
5) 10:30-8:00	6) 10:30-8:00	7) 10:30-8:00	8) 10:30-8:00	9) 10:30-8:00	10) 10:30-8:00	11) 10:30-8:00
12) 10:30-8:00	13) 10:30-8:00	14) 10:30-8:00	15) 10:30-8:00	16) 10:30-8:00	17) 10:30-8:00	18) 10:30-8:00
19) 10:30-8:00	20) 10:30-8:00	21) 10:30-8:00	22) 10:30-8:00	23) 10:30-8:00	24) 10:30-8:00	25) 10:30-8:00
26) 10:30-8:00	27) 10:30-8:00	28) 10:30-8:00	29) 10:30-8:00	30) 10:30-8:00	31) 10:30-8:00	

AUGUST

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1) 10:30-8:00
2) 10:30-8:00	3) 10:30-8:00	4) 10:30-8:00	5) 10:30-8:00	6) 10:30-8:00	7) 10:30-8:00	8) 10:30-8:00
9) 10:30-8:00	10) 10:30-8:00	11) 10:30-8:00	12) 10:30-8:00	13) 10:30-8:00	14) 10:30-8:00	15) 10:30-8:00
16) 10:30-8:00	17) 10:30-8:00	18) 10:30-8:00	19) 10:30-8:00	20) 10:30-8:00	21) 10:30-8:00	22) 10:30-8:00
23) 10:30-8:00	24) Closed	25) Closed	26) Closed	27) Closed	28) 5:00-8:00	29) 10:30-8:00
30) 10:30-8:00	31) Closed					

SEPTEMBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1) Closed	2) Closed	3) Closed	4) 5:00-8:00	5) 10:30-8:00
6) 10:30-8:00	7) 10:30-8:00	8) Closed	9) Closed	10) Closed	11) Closed	12) 10:30-8:00
13) 10:30-8:00						

TWIN HICKORY TENNIS INFORMATION

HOURS OF PLAY:

Daily: 7:00am-10:00pm

Times of play are regulated by the County of Henrico.

ONLINE TENNIS COURT RESERVATION POLICY:

A resident may sign up for just ONE court reservation at a time. Only AFTER you have completed playing your reserved time may you sign up for your next court reservation. Maximum reservation time is 1.5 hours.

To Register please visit WWW.COURTRESERVE.COM or download the app on your phone. and create an account. To ensure all registrants are homeowners and/or residents, every request must first be approved by a Lake House staff member. (Please remember that office hours may delay your registration approval). Each player must register for their own username. The same email address may be used for multiple family members. A unique username will be created for each player, based on first and last name. Once approved, you may log in and make your court reservation. There will be a yellow box in the left hand corner with step-by-step directions for you to follow.

TENNIS COURT RULES & REGULATIONS:

These rules and regulations are enforced for the safety of all members and their guests. Rules and regulations are subject to change throughout the year at the discretion of the Tennis Committee and the Board of Directors.

1. Twin Hickory courts are for residents of the Association and their guests ONLY. Residents must accompany their guest during play. One (1) court per resident.

2. Residents must reserve playing time using www.courtreserve.com or download the app on your phone.
3. Proper tennis attire is required. No black soled tennis shoes are permitted. Shirts are required at all times.
4. Activities other than tennis are NOT PERMITTED on courts (example: lacrosse, rollerblading, bike riding, skateboarding, etc.).
5. No food or drink, other than water/sports drink, on the courts at any time.
6. No glass containers of any kind will be allowed in the tennis court area.
7. Do not move any of the equipment on the courts (example: benches, coolers, trash cans, etc.).
8. There is a 10 minute grace period for reservations. After 10 minutes, the reservation is forfeited.
9. Everyone using the courts or waiting for a court is expected to exhibit common courtesy and good manners. Unsportsmanlike conduct or willful destruction of HOA property will not be tolerated and may result in loss of privileges and possible prosecution. Anyone causing damage to the nets, fences or other HOA equipment will be required to compensate the association for repairs or replacement.
10. Do not use inappropriate or foul language.
11. Smoking is prohibited on the courts and within 30 feet of the courts. (i.e. cigar, cigarette, pipe or e-cigarette of any kind)
12. Pets are prohibited on the courts, with the exception of Service Animals.
13. No illegal substances

SUSPICIOUS ACTIVITY ON THE TENNIS COURTS:

Each year, money comes out of the budget to cover damages to the tennis courts. If you notice any suspicious activity or anyone on the courts after hours, please help by calling the non-emergency police number at 501-5000. If you live in a home that has a view of the tennis facility, please help by keeping an eye on the courts. Thank you for your help!

FOR INFORMATION ON ORGANIZED TEAM RULES, PLEASE SEE A STAFF MEMBER AT THE LAKE HOUSE.

STANDARDS OF CONDUCT

The Twin Hickory Homeowners' Association, Inc. (the "Association") is dedicated to providing an atmosphere to all employees, agents and residents that is free of harassment and intimidating conduct. All contact between the residents and the Manager and its employees and contractors (hereinafter the "Agents") shall be conducted in a courteous and professional manner. Association policy prohibits any and all harassing, demeaning, intimidating or abusive conduct in regard to any contact or interaction between the residents and the Agents. In furtherance of this policy, the Association shall endeavor to curb harassment of any of its Agents by non-employees and residents during the performance of their duties on behalf of the Association, and to ensure that residents are treated in a courteous and professional manner. Any conduct by any party that violates this policy will not be tolerated by the Association. This policy applies to all residents and Agents. In accordance with the foregoing policy, the following guidelines are established:

CONDUCT OF RESIDENTS:

Residents shall conduct themselves in a polite, courteous and professional manner at all times when on common area property and when interacting or conversing with any Agent. In furtherance of that standard, residents shall not:

- Violate the laws of any applicable jurisdictions.
- Engage in conduct towards any Agent that is obscene, abusive, demeaning, derogatory or intimidating.
- Make threats of any nature, either verbal or physical, to any Agent.
- Make statements or comments to any Agent which are demeaning or derogatory.
- Make harassing telephone calls to the Manager's office.
- Intentionally disrupt, obstruct or impede the duties of the Agent in performing its duties for the Association.
- Attempt to contact Agent's employees at the site office after being directed by Agent to refrain from such activity, and before a resident's appeal has been heard by the Association's President or Board of Directors, as applicable.
- Refrain from withholding information that is pertinent to resident's concerns or issues.
- Direct Agent to undertake duties that involve infringement of another resident's property rights without the permission of such other resident or Association.

In the event a resident subjects an Agent to conduct that violates this policy, Agent may inform the resident that his or her conduct is inappropriate, and that such conduct will not be further tolerated. In such case, Agent may refrain from communicating with the resident and report the conduct by the resident to the Association Board of Directors, as discussed below, for appropriate handling.

VIOLATION NOTIFICATION PROCEDURES:

1. Homeowner/Renter/Parent notification (1st removal)
 - a. Card Holder/Child is removed from the pool for the day (remove - Kicked out that day)
 - b. Email policy and scanned incident report to the Homeowner/Renter/Parents (read-receipt)
2. Homeowner/Renter/Parent notification of warning (2nd removal)
 - a. Card Holder/Child is removed from the pool for the day (remove - Kicked out that day)
 - b. Email policy and scanned incident report to the Homeowner/Renter/Parents (read-receipt)
 - c. Phone call to confirm that they have received it
3. Homeowner/Renter/Parent notification of punishment (3rd removal)
 - a. Card Holder/Child is removed from the pool for the day (Kicked out that day)
 - b. Email policy and scanned incident report to the Homeowner/Renter/Parents (read-receipt)
 - c. Phone call explaining the course of action with this being the 3rd removal
 - d. Card Holder/Child is removed from having access to the pool for the remainder of the summer

VIOLATION OF POLICY/APPEAL:

In the event that any resident or Agent believes that the terms of this policy have been violated, the appropriate means of regress shall be the matter to the Board of Directors for enforcement in accordance with the Association's Governing Documents, including its due process in enforcement policies, if any, and Virginia law.

The Association and the Agents reserve the right to contact law enforcement officials as necessary and appropriate. In the event that any resident or Agent physically threatens another party, or violates any federal, state or local law in regard to conduct described herein, appropriate legal action may be taken.

RECREATION WAIVER

TRANSFER OF POOL & TENNIS PRIVILEGES

(Please Print Clearly and Legibly)

TENANT COMPLETES:

This Recreation Waiver is made on _____, 2026
Today's Date

Between _____ - Landlord (s)

And _____ - Tenant (s)

Address of Leased Premises: _____

Neighborhood: _____ Lot #: _____

Lease Began on: _____, _____

Lease Ends on: _____, _____

Names and relationship of **ALL** occupants, other than tenant(s) listed above, living in house:

Name	Relationship

HOMEOWNER/PROPERTY AGENT COMPLETES:

As the homeowner/property agent, **I do** transfer my pool and tennis courts rights to the tenant(s) listed above for a term of one year or until May 1, 2027, whichever comes sooner.

Mailing Address: _____

Phone #: (_____) _____ - _____

Signature: _____

Email Address: _____