



Hello Aquatic Community,

It has been a few weeks since we have opened and it has been so wonderful to see so many familiar faces at the pool! We are so grateful to see you all! Thank you all so much for helping us follow the guidelines and wearing a face mask while in the facility! This helps keep all safe, healthy and swimming.

I wanted to take a few moments to acknowledge how appreciative we are that you have been so kind and patient with us as we navigate our new normal as a community. I know this has been challenging for everyone on so many spectrums; physically and mentally. We hope the pool has been a wonderful oasis for you.

We know we have had some challenges with the ability to get back to you in a timely fashion. We are working diligently to get back to everyone as fast as possible. Just to give everyone some perspective we have over 300 voicemails to go through in the cue right now and we have over 400 emails and counting that we are working through as fast as possible. This will take will take time to get on top of but, we will get to you as soon as possible.

As you can tell when you walk in the facility we have no customer service at the pool. We have moved them off site to ensure their health and well-being and ability to focus on you more effectively. Right now the best way for you to communicate is by email. Please feel free to email customer service at customerservice@menloswim.com.

Our turn around on communications is 2 to 4 days and we hope to close that gap in the next week to less than 24 hours.

We also understand that it has been difficult for some to get lane reservations for lap swim and other programing. We are diligently working on plans to remedy some of these issues. A few things to keep in mind. We typically in a normal year are able to serve 450,000 people per yer and with the current guidelines we will be well under 100,000 people this year. So we are operating at a 20% or less of normal. This is really posing challenges for all of us and there is just limited space and we very compassionate to the frustration this can bring.

I hope this email sheds some light on what has been going on behind the scenes. Our desire is to serve our community to its fullest capabilities. Thank you all for being apart of this great asset to health and wellness in Menlo Park.

- Steve Young