

April 21, 2006

Outdoor Recreation Swim Frequently Asked Questions

What happens if I lose my Punch Card?

A: Unfortunately there is no way for us to refund or replace your lost punches. You will need to purchase a replacement card at regular price.

I'm not going to use my Punch Card, can I give it to my child to use?

A: Yes! Punch Cards are semi-transferrable. Children can use an Adult Punch Card with no problem, for an adult to use a Child/Cadet Punch Card, the visit uses two punches. Punches can be shared between members of an age class (ie 4 children using one pass for 3 visits, or two parents sharing one Punch Card for 6 visits) with no penalty.

I'm not swimming, I just came with my friends.

A: You must still pay. The cost is an entrance fee, not a swimming fee. The only exceptions to this rule are the primary guardians of children 11yrs of age and younger.

Why can't I drop off my kids for a few minutes while I run to the [Commissary, PX, etc.]?

A: Our guards are not babysitters. USMA Regulation 39-06 requires parents to supervise children until at least 5th grade (11-year-olds). Asking lifeguards to focus on one child, or not making them aware that a child is without a parent can endanger other patrons at the facility.

Can we keep the frogs/newts my children catch?

A: No. As per USMA Regulation 210-30, section 3 (d):

"Sylvatic (wild) animals such as turtles, snakes, frogs, and salamanders shall not be collected from the West Point Reservation and kept as pets."

We also ask that you monitor your children while they are playing with the wildlife. Frogs and newts have a very short shelf-life in a hot bucket. Please ensure your children are kind to the critters.

Do I really have to use a lifejacket to ride the paddleboats?

A: Yes. The boating area is on the opposite side of the pond from most of the lifeguard staff. If you were to sustain an injury or have an accident, the lifejacket is the only way we can hope to reach you in time.

Is Delafield dirty?

A: No! It's the cleanest "pond" in the area. The water is drained every winter, and refilled every spring with treated water, straight from the Water Filtration Plant, it's tap water! The water looks green because the light is able to penetrate the clean water and enable growth of water filtering plants and grasses. Delafield is also tested periodically for water quality and passes with no problem.

Can I bring a bag lunch for myself and my kids?

A: Yes, you are welcome to bring your lunch, just no alcohol or glass bottles. We also have an on-site snack bar with snacks, frozen dinners, and ice cream.

Why can't we drink alcohol, even if we're not swimming?

A: West Point prohibits the sale and/or consumption of alcoholic beverages in or near swimming areas.

The lifeguards look like they're just standing around, shouldn't they take their breaks out of site?

A: While every lifeguard may not be "on chair" please consider that every guard you see is also aware of their surroundings. The nature of their job is spending long hours of the day in direct sunlight, so more time off is necessary. However, guards swimming, or sitting in front of the bath house are making themselves available to perform rescues and First Aid without disrupting the coverage provided by the guards on chair. The lifeguards try to make themselves approachable to anyone who has any questions, and their good attitudes with each other and the children who visit Delafield Pond add to the overall appeal of the facility.

What if the season ends before I use up my Punch Card?

A: You can use it next year! Punch cards are honored for one full swim season after the season of purchase.

What is the refund policy?

A: Refunds will not be given on daily passes. If you feel the weather looks like it may storm, the Front Desk Attendant will allow you to enter the facility before you pay. After 15 minutes, you must pay admission if you decide to stay. Rain checks will be issued only if the patron was able to spend less than **one hour** at the facility.

Punch Cards are entirely non-refundable.

If you have any other questions, please feel free to ask (just not those lifeguards who are on chair). If you feel you need to speak with management, please dial x4637 and leave a message, or e-mail yj9164@usma.edu.