

# Long Branch Pool FAQs

## LOCATION

### **Where is Long Branch Pool located?**

Long Branch Pool is located in Long Branch Park at 1101 Branch Drive in Killeen.

## HOURS OF OPERATION

### **What are the days and hours of operation?**

Monday – Closed for Maintenance

Tuesday-Sunday 11:00am-6:00pm

## ADMISSIONS AND PAYMENT

### **What are the admission prices for Long Branch Pool?**

Children 3 and Under – Free

Youth 4-16 - \$2.00

Adult 17-54 - \$3.00

Senior (55+) - \$2.00

We ask that seniors identify themselves as such at the admission window to obtain the senior rate

### **What kind of payment do you accept?**

We accept Cash only at Long Branch Pool.

### **What is your refund policy?**

We do not offer refunds for admissions. Long Branch Pool is an outdoor facility that runs at the mercy of outdoor conditions.

### **Do you have discount tickets or coupons available?**

Due to the affordability of the admission fees, and in order to keep them low, Long Branch Pool does not offer discount tickets or coupons.

### **Do you offer Season Passes?**

Yes. Season pass fees are as follows:

<b>Season Pass</b>	<b>Price</b>
Youth (4-16)	\$35
Adult (17-54)	\$60
Family (2 Adult/2 Children)	\$120 (Up to six members, \$10 per additional family member)
Senior (55+)	\$35

### **Do guests that choose not to swim still have to pay admission?**

Long Branch Pool charges an admission fee, therefore everyone must pay it regardless of whether or not they plan to swim.

**Can I re-enter the park if I leave?**

A stamp will be issued to allow re-entry into the park gates. However, if the facility reaches max capacity, you may be asked to wait in line to return into the facility.

**ATTIRE****Does Long Branch Pool have a dress code?**

Family friendly, proper swimwear is required. Thong bathing suits and/or attire that are see through will not be permitted. Clothing with offensive material is not allowed inside the park. No undergarments are permitted to be worn as swim attire.

**Are children required to wear a swim diaper?**

Children who wear diapers are required to wear a swim diaper while in the water. A regular diaper not only fills up and falls apart, but also weighs down children in the water, which is a safety hazard.

**FOOD/CONCESSIONS****Are patrons allowed to bring in their own cooler into the park?**

Patrons may bring their own food and drink into the park, as there is not a concession stand on site. We ask that all trash brought into the park is cleaned up and taken with you prior to your exit.

**Is alcohol allowed in the park?**

Alcohol is not permitted in the park.

**CAN I BRING...****Can I bring goggles with me?**

Patrons may bring goggles, we do not allow masks that are made of tempered glass (this applies to most goggles that cover the nose).

**Can I bring a life jacket?**

Patrons may bring their own life jacket, however they must be approved by the Coast Guard and have the tag inside the jacket. All outside life jackets will be searched by desk staff.

**Are pool toys allowed in the park?**

Pool toys are not allowed in the park.

**Can I bring a float for my infant child?**

We do not allow any outside floats within the park. You are, however, allowed to bring your own coast guard approved life vest for your infant. Note: Any child in a life jacket, or below 48" in height, must be within arm's reach of their parent or guardian at all times.

**Are strollers allowed in the park?**

Strollers are allowed within the park. All strollers with storage areas will be subject to search at the entrance. Strollers must be placed away from the water, and out of the walkway, to avoid impeding access to the pools and walking spaces.

**Can I bring my own chairs, umbrellas, and/or tents into the Family Aquatic Center?**

Long Branch Pool does not allow guests to bring tables, pop up tents, or large umbrellas. These items can not only impede the walkway, but also create a risk should the wind catch them and hit another patron. We do, however, allow fold up stadium chairs as long as they are out of the walkway and kept away from the pool edges. Management reserves the right to move any chairs impeding access to the pools and walkways at any time.

**Is smoking allowed in the park?**

Smoking and/or vaping are not allowed within the confines of the park. Patrons wishing to do so must exit the facility and be at least 15 feet away from the entrance.

**Does the Family Aquatic Center have lockers for patron use?**

There are not lockers for patrons use at Long Branch Pool.

**Does Long Branch Pool have chairs, tables, and shaded areas?**

There are tables, chairs, and shaded areas for use by patrons in the park. This is provided on a first come, first serve basis. We do not guarantee specific seating within the park.

**What if I have special needs?**

If you have any special needs or accommodations necessary during your visit, please let us know by calling ahead at 254-501-6537, so that we can best serve you.

**POLICIES AND PROCEDURES****Can I drop off my child and pick them up later?**

In order to maintain proper supervision, parents/guardians must maintain ACTIVE SUPERVISION of children 12 years and under. All children less than 48" must be within arm's reach of a parent/guardian at all times. Children age 13-16 may enter the park alone with the completion of a Youth Release, signed by a parent/guardian.

**What is the Family Aquatic Center severe weather policy?**

Long Branch Pool is an outdoor facility that operates at the mercy of outdoor conditions. Due to severe weather, Long Branch Pool may be forced to shut down for the safety of patrons and staff members. Staff will notify patrons upon

entry if there is a risk for rain or bad weather that day. We do not offer refunds on admissions, and tickets are purchased at one's own risk.

**Is Long Branch Pool accessible to the disabled?**

The Long Branch Pool staff strives to assist guests with disabilities to the best of our ability. The park features one ADA compliant lift. Please speak to a manager at the entrance gate about any needs you may have, or call ahead at 254-501-6537

**How does Long Branch Pool protect its patrons and team members from unruly behavior?**

Long Branch Pool is a family-friendly environment. We ask all patrons to respect those around them and the team members working at our facility. We have a zero tolerance policy for abusive language or behaviors, as well as a behavior management clause in each facility. Management reserves the right to eject patrons at any time.

**JOBS**

**How do I get a job at Long Branch Pool?**

Long Branch Pool is part of the City of Killeen Recreation Services that runs two facilities: the Family Aquatic Center and Long Branch Pool. You can learn more at [www.killeentexas.gov/swim](http://www.killeentexas.gov/swim) for more information and view open positions at <https://www.killeentexas.gov/168/Open-Positions> .

**CONTACT INFORMATION**

**Whom do I contact if I have an issue?**

Most issues can be solved with our onsite management team at the park. Please proceed to the front office, in the entryway of the park, should you need assistance during your visit. Any other issues can be directed to our Recreation Services Aquatics Manager, Claryce Free, at 254-501-6536 or [jfree@killeentexas.gov](mailto:jfree@killeentexas.gov). Phone calls and emails to this line will be returned in the order received during City of Killeen business hours, which are regularly Monday through Friday 8am-5pm.