

May 25, 2020

Greetings Carderock Springs Swim and Tennis Club Members!

We hope you, your families and friends are doing well this Memorial Day Weekend. We want to send a special note to all of our Service Members... Thank you so much for your service to our communities! For those we've lost, we think of them today and always and are grateful for their sacrifice.

Memorial Day is usually our chance to kick off the summer. Like most of you, we've really missed being able to kick off the season with our pool opening. It's always a great time to connect with our friends and family that we may not see as much during the rest of the year... but the Club is a special place that brings us together as a community to laugh and connect. As we all know, this is a challenging year on so many aspects of our lives. It's also a time to count our blessings where we can... and to remember... this won't be forever.

We as a Board know there are a lot of questions about what is going to happen with the Club. Unfortunately, we don't have a lot of answers yet, but did want to share as much as we can. Also, we wanted to share that we as a Board of Directors are meeting weekly now and more often as needed to work through as much as we can as quickly as we can. Our key objective is to provide as much as we can for our member community through the Club while maintaining a safe environment for you and your guests. Going forward, we plan to provide weekly updates as we learn more. Here's what we're working through:

### **Club House and Pool Opening**

In compliance with state and county regulations, the Club House and pool are not able to be open. The county has not declared a date on when we can open. We do know that the County did define re-opening metrics (in general... not specific to pools) that are updated daily that we as a Board are monitoring daily also. Like the rest of the country, we can't predict when we as a County will hit the right metrics, but we remain hopeful that we will hit them and be able to eventually open.

It's with that hope that we decided to move forward with prepping the pool as if we will be able to open eventually. The lead time to prep the pool is usually around 3-4 weeks... so with our key objective to provide as much as we can for you, our members, we're hoping this prep will help us open as soon as we get approval.

As noted before, we expect the opening will come with restrictions – including, but not limited to, a limitation on the number of members and guests in the pool area at one time, reduced gathering size in the Club House, and new rules to follow – our top priority will be to provide a safe environment once we are able to open. Further details will be shared as soon as we know more.

### **Tennis Courts**

In compliance with state and county regulations, many outdoor recreation activities, including tennis, are allowed as long as social distancing and limited groups are maintained. Obviously, common sense safety pre-cautions should still continue to be followed. Due to the fact that tennis is our main service we can provide right now, we've limited tennis leagues and our tennis pro group classes to provide for more recreational tennis court availability for our members. A reminder, all members are to use the on-line reservation system to book your court times. As always, please continue to adhere to Maryland COVID-19 Safe Guidelines.

### **Club Financials & Refunds**

Like many organizations around the country, this is a tough year impacting us financially. We want to be as transparent as we can, but like above, there's still a lot we don't know yet. We've taken steps to try to do the right thing in light of the current situation, which frankly, will have a financial impact. Here's some of the actions we've taken:

- 1) Membership** – In good faith, knowing that we may be limited in how many people can be at the pool at the same time, we stopped accepting new memberships a couple of weeks ago and capped our membership at

~75% of a normal operating year. This will give our existing members that have paid more opportunities to use our facilities. We unfortunately know that many of our returning members that might sign up closer to opening won't be able to join us this year. This was a tough decision, but we felt it was the right thing to do. We hope to be back up to full capacity in 2021.

- 2) **Clubhouse Rentals** – Every year, we're able to rent out the Club for events that contribute positively to our financials... as of March, we've cancelled all rentals and have adjusted our planned budget to exclude any more rental income for the rest of 2020. We feel this will provide our existing members more confidence that we are maintaining a safe environment when in the Clubhouse. The clubhouse is also used for community activities at no cost. Our plan is to support as much as we can to meet that mission, but we will need to assess each event on a case-by-case basis, with safety being our top priority.
- 3) **Summer Fun** – Our Summer Fun Program has been a great hit every year and helps the Club financially. For all the reasons above, the Board has decided, at this time, to not run the Program this year. We will continue to monitor conditions to see if there would be opportunities for limited Summer Fun Program activities, but that won't be considered until more of the unknowns are flushed out. We hope to bring it back next summer, but feel like this is the right decision at this time.

In light of our revenue impacts, we are reviewing our expenses in detail to cut out as much as we can. We're looking at cutting back staff costs, pool operating costs, reduced services (trash, utilities, etc.) and any discretionary costs. Additionally, the Capital Improvements we planned for this year will be postponed to a future year when we can. These are all hard decisions, but they are the right ones in light of the current situation. We are doing our best to get through a tough year while continuing to maintain our Club to serve our mission of serving our community in the future.

Many have asked about refunds. At this time, we don't know how much we can refund. Because we are moving forward in good faith to open the pool as soon as we can, those expenses don't go away. Additionally, membership dues contribute to our annual operations (Tennis courts, facilities, grounds, etc.), above and beyond the pool, to serve our mission to promote recreation activities and support the welfare of our community. We commit to you that we will review our financial performance in September 2020 (after the season and the pool is closed) to assess how much we might be able to refund.

If you have any questions, please send them to us... we'll continue to send out weekly communications to keep you updated.

We hope you and your families stay well. We hope to see you soon!!

Thanks,  
Carderock Springs Swim and Tennis Club Board of Directors.