



Frequently Asked Questions

Q. What happens if you have to shut the pool down during my session?

A. If we have to cancel a session for any reason, Daily Admission patrons will receive a credit on their account to use towards a future session.

Q. Where do I pick up my TOSA Tumbler and Early Bird Passes?

A. For anyone who purchased a membership before May 1st, your TOSA Tumbler and guest passes can be picked up at any time from the Admissions Window. Due to COVID-19 safety restrictions, guests who show their TOSA Tumbler will receive a \$1 fountain drink in a plastic cup. Concessions staff will not be filling reusable cups directly.

Q. How do I use my guest passes?

A. Early bird guest passes can be used when you have an open swim reservation. You do not need to reserve spaces for your guests. Just bring your passes and present them to admissions when you are checking in. Additional passes will not be available for purchase and only the early bird membership passes can be used at this time.

Q. When can I reserve a swim session?

A. Swim sessions should appear on the site 24 hours before the start of the session. The site is programmed to release new sessions so everyone has equal access to register. We specifically chose not to post several days at a time to prevent any one person from booking multiple slots over several days. Capacity is limited and people would be more likely to book sessions they wouldn't attend or cancel if given the option to book several days in advance.

Q. Do I have to reserve a space for my 2 year old?

A. No, since anyone 2 years of age and younger is admitted free of charge and they will be with an adult at all times, they do not need to have a reserved space. They do not count against our total capacity, so the space can be saved for another swimmer.

Q. I received a notice that a waitlist spot had opened and when I went to book it was gone. What happened?

A. The system treats all people on the waitlist equally. Anyone on the waitlist will be notified as soon as a space opens and all have an equal chance to claim it. If you are unable to book the waitlist spot, that means that someone else already grabbed it. When you receive a waitlist email, click on the Book Now button as soon as possible to secure the spot. We are working on a way to request a specific number of waitlist spots, but that option is not available at this time.

Q. I tried to sign up for the wait list and the system wouldn't let me do it.

A. If too many people are already on the waitlist, OMNIFY will stop the ability for people to add themselves to the list. The options simply will not appear or "no classes available during this time" will appear on the screen.

Q. When are you going to increase capacities?

A. We are committed to following the published guidelines for the safety of the community, but realize that limits our capacity for open swim. We are constantly monitoring the CDC guidelines and if there is an opportunity to increase capacity safely, we will do so.

Q. How do I cancel a swim reservation that I can't use so someone else can have a chance to swim?

A. You can cancel a swim session with the following steps:

1. Click on your name in the upper right corner of the reservation site
2. Click profile from drop down
3. Click on My Schedule
4. Click details for the booking you want to cancel. This will only cancel a booking for yourself. If you have multiple family members you need to cancel, you'll have to pull their names from the drop down . This will give you a list of other family members to choose from.
5. Click Cancel

Q. Why can't I swim with my family member in the lap lanes?

A. The current regulations are one person per lane, regardless of who it is. That is the strictest interpretation of the CDC guidelines which simply state "people should maintain a 6-foot distance both in and out of the water".

Q. I'm having difficulty booking a reservation. How can I increase my chances of getting a slot?

A. There are couple of things that we have noticed working for other members.

1. Come when it's cooler, we are seeing less demand and open spaces on cooler or cloudy days.
2. Make sure you are using a laptop computer with a good internet connection, getting your request in right away can make a difference when many are trying to reserve all at the same time and a faster, stable connection can make a difference.
3. Use the waitlist when available. If you are offered a spot on the waitlist, sign up. Many reservations are canceled and the spaces are then filled by people who are on the waitlist.

Q. Why don't you limit access to members and/or Wauwatosa residents?

A. TOSA Pool is run by the non-profit Friends of Hoyt Park and Pool and receives no city or county funding. We have always been open to the public regardless of residency and will continue to serve all surrounding communities.

Q. Are you hosting birthday parties this summer?

A. We are booking Splash parties this year. The maximum guest count is 25 and parties can only be scheduled during open swim time slots. Please contact partiesandrentals@tosapool.com for more information.