

Frequently Asked Questions:

- **Who is Upper Highlands Swim Club?**
 - Upper Highlands is a private, non-profit swimming club located in the Hikes Point area of Louisville, KY. We are proudly run by a volunteer board of directors. The land was donated by area developers in the 1960s to be used as a swim club and we have been one of the areas best kept secrets since. As always, 100% of funds from the club go back into the club.
- **How do I join?**
 - Please visit our website at www.SwimUpperHighlands.org and click “Join Now!”
- **Can I pay in installments for my membership?**
 - Yes, you may pay in equal installments. Payments are set to automatically process on the 15th of each month when registering in eSoft, with the final payment occurring in May.
- **What is eSoft?**
 - eSoft is our digital member management system partner, replacing the binder system to make check in easier for members and staff. You will need to create an account and add all family members living in your household to your profile. This will allow our pool staff to check you in electronically each time you visit and track your guest passes.
- **Are grandparents included in the family membership?**
 - Yes, grandparents (up to 4) can be added to the family membership at no extra charge. They should be added to the “childcare provider” section in eSoft.
- **Can grandparents attend without their grandchildren?**
 - Yes, they will need to check in by providing the primary members last name, and then select their personal profile.
- **Is a babysitter included in the family membership?**
 - One babysitter can be added under the “childcare provider” section in eSoft at no charge and edited any time. Babysitter timeframes are from opening until 5PM on non-holiday weekdays. A babysitter cannot attend without the member children unless they are also a member.
- **How old does a child need to be to attend the pool alone?**
 - Our policy states that a child must be 12 years old to attend the pool without a guardian.
- **How do I purchase guest passes?**
 - The easiest way to purchase guest passes is online via your eSoft account. These are stored on your member account and can be redeemed at the front gate throughout the season. Bulk packs are also available online for a discounted rate. You may pay via cash or credit card in person. Guest passes do not expire and will remain on the account if you are an active member.
- **How many times may a guest attend the pool?**
 - A guest may attend the pool a maximum of 10 times annually, regardless of the member they attend with. This will be tracked by eSoft as they will have to check in each time.
- **Where can I find the pool rules?**
 - From our website, click the tab labeled “Pool Rules.”
- **I am interested in working at Upper Highlands. How old do I need to be to work there?**
 - Kentucky state labor laws state that all employees must be 14 years of age. Lifeguards must be 16 years of age with appropriate certification. If you meet those criteria, email us for more info!
- **I am interested in social events or rec/sport leagues offered by Upper Highlands.**
 - Please choose these items under your “interests” when signing up on eSoft.
- **I am interested in my child receiving swim lessons or joining the Swim Team, how do I get information?**
 - Please check these items under your “interests” when signing up, we will reach out closer to pool season with information.
- **How do I provide feedback to the pool?**
 - We love feedback from our members! Please send any feedback to SwimUpperHighlands@gmail.com