

## Pool Access/Fob Holder Process

### 1. *Create a Crestwood Website Account*

- Website Account Application
  - Go to URL: <https://www.crestwood.org.au/membership-join/>
  - Follow the steps to complete your application for an account
  - Once submitted, it will be pending review by the Webmaster.
- Account activation
  - You will receive a notification email once your account is approved
  - Please allow up to a week for your account to be reviewed/approved.

### 2. *Apply for a Pool Pass*

- Pool Fob Application:
  - Go to URL: <https://www.crestwood.org.au/members/forms/pool-pass/>
  - Follow the steps to complete your application for a pool pass.
  - Once submitted, it will be pending review by the Webmaster.
- Application Review
  - Webmaster will email you to confirm validity for pool pass based on the Crestwood Pool rules.
  - Once confirmed, the Webmaster will let you know when the account will be created.
  - Please allow up to a week for the Webmaster to contact you about your application.
- Account Creation
  - The Webmaster will then create your account on the pool computer.
  - Once created, the Webmaster will update you via email.

### 3. *Pool Pass Pick Up*

- Pick up your pool pass from the Crestwood Pool Office.
  - You can confirm pool opening hours by:
    - Checking Facebook/Email for updates from Crestwood Secretary.
    - Checking the noticeboard at the pool.
    - However, the pool is open by lunch-time generally.
- The Lifeguard's on duty will then:
  - Confirm your identity/address (please remember to bring ID).
  - Take your photo.
  - Process your \$5 deposit - *for Visitors/Tenants only*.
  - Provide you with your Pool Pass fob.

## **Replacement Fobs**

When a member requires a replacement fob, a charge of \$5.00 per fob will apply. The lost fob must be de-activated before the replacement fob is completed.

Pool Lifeguards can process this for members at their discretion, or encourage the member to apply for a replacement fob via the website.

## **Questions & Support**

For questions & support, please contact the Crestwood Webmaster via:

- Email: [Webmaster@crestwood.org.au](mailto:Webmaster@crestwood.org.au)