

Frequently Asked Questions For The Sandia Center & Pool

1. What are the hours of operation?

The Sandia Center is open:

Monday – Friday from 6:00am to 8:00pm

Saturday – Sunday from 7:00am to 7:00pm

Phone: 505-445-6304

Pool Hours: Daily 6 am to 10 pm. Residents and guests must enter the facility through the front door during staffed hours listed above. After hours pool use (when building is closed) is reserved for resident and their guest use only. Residents must be present at the pool with their guests after hours.

2. Can I bring a guest? How much is a Guest Pass?

Yes, you can have a guest (up to 6 people). Guest passes are available for sale at the Front Desk.

Guest	Under 2 years	Free
Child Guest Pass - Single Day	Between 2 and 15 years old	\$2.00
Child Guest Pass – 5 Days	Between 2 and 15 years old	\$8.00
Adult Guest pass – Single Day	16 years older and up	\$5.00
Adult Guest pass – 5 Days	16 years older and up	\$20.00

Note: 5 day guest passes expire in 7 days

3. Do I have to accompany my guest? No. However, you must come in to purchase the guest pass. Guests can not buy them without you present.

The exception to this is after hours pool use (when building is closed) and then yes, you must accompany your guests to the pool.

4. Can I purchase a guest pass in advance? Yes, guest passes must be used within 7 days of purchase.

5. When can kids swim?

Only during children’s hours: 11:00am – 2:00pm – Daily and with a valid guest pass.

Kids (under age 16) must to be accompanied by an adult.

Children under the age of 12 are not allowed to enter the spa.

Children under the age of 4 are limited to knee deep water in beach area and wearing waterproof swim diapers if not potty trained.

6. Are there lockers?

Yes. There are lockers in the restrooms (Men and Women) and Cell phone lockers in the Fitness Center. Lockers are for day use only (we don’t have enough for everyone).

To use them, follow the next steps:

Restrooms lockers

To lock:

1. Select any available locker. Enter your own self-selected 4-Digit code, then press "ZEPHYR" button. The lock issues a long audible "beep" and the red and green light will flash twice.
2. Green light will turn on. The lock is now in the pre-lock status.
3. Rotate the knob to lock. After six seconds, the green light will go off.

To Open:

1. Enter your self-selected 4-Digit code, then press "ZEPHYR" button, the green light will turn on to show the correct code has been entered and the lock is in the pre-unlock status.
2. Turn the knob to unlock.
3. If the code is incorrectly entered, the red light flashes 3 times indicating the wrong code.
4. After the correct code has been entered the lock will automatically erase the existing code making it available for the next user.

Fitness Center Cellphone lockers:

To Lock:

1. Open the door.
2. Push the decode lever up and hold it in place.
3. Set the desired custom fixed combination on the four (4) dials. Release the decode lever.
4. Close the door and rotate each of the dials on the front of the lock.

To Open:

1. Enter your self-selected 4-Digit code.
2. Turn the operation knob clockwise 180 to the open position. The indicator in the window will turn from red to green.

7. Is towel service available in Fitness Center?

No; however, antibacterial wipes are available. Please wipe down equipment after use.

8. Is equipment available for Tennis, Bocce ball, and Pickle ball?

Yes, equipment is available at no charge for residents. Sign out equipment at the Front Desk during hours of operation. All equipment must be returned prior to closing!

9. Do I have to pay for guests using the bocce ball, tennis courts or pickleball courts? Yes, all guests must pay the guest fee if using The Sandia Amenity Center, courts or pool.

10. Do I need to pay for guests who just want to watch TV, hang out, get a cup of coffee or play pool? Yes, the only time guests do not pay is if they are touring the facility.

11. Do I need to check in if using the courts (Pickleball, tennis, bocce)? Yes, if the building is open, please stop in and check in. We want to keep this a private facility!

12. How do I sign up for events?

Please sign up at The Sandia Center front desk or you can sign up on-line at www.delwebbmirehaven.com, click EVENT REGISTRATION box. Enter your e-mail and password. If you don't know your password, please ask the front desk to update.

13. How much are fitness classes?

See calendar for dates and times.

\$5.00 per single class

\$40.00 package of 10 lessons (discounted, valid for 3 months from date of purchase- non refundable and non-transferrable)

\$50.00 package of 10 lessons (no expiration date, transferrable)

See front desk to purchase fitness classes

14. Method of payment available:

Cash, check, debit, and credit card

15. Can dogs come in The Sandia Center?

No, pets are not allowed in The Sandia Center or patios except service dogs.

16. Will someone show me how to use the Fitness Equipment?

Please watch the calendar and newsletter for free orientations with HOA approved personal trainers.

17. What is the code for the pedestrian gates? The pedestrian gates at the vehicle gates use the pound key and the four digit code that you selected for emergency entrance into the entry vehicle gate. There is one gate below the Sandia Center that exits onto Mirehaven Parkway. Ask at the front desk for that code. No pound key needed.

18. How can I reserve a room at The Sandia Center? Is there a fee?

Please see Lifestyle Coordinator to reserve a room. There is no fee if the event is open for all residents. There is a fee for private events and the fee is based on the hour and depends on the room you want to reserve.

19. How do the shades move in the fitness center? Please ask the front desk to adjust the shades for you!

20. How will I get in the pool gate?

Please use the same four digit code that you selected soon after closing on your home for entrance into the entry vehicle gate. Please press the pound key and your four numbers for entrance. Please do not give your code out.

21. How do I exit the pool?
Press the green button located near the exit/entry gate on a pole. The pole is positioned about 5 feet from the gate to your left.
22. Can I bring alcohol to The Sandia Center?
BYOB Alcohol is permitted only during Association Events as noted on your calendar as BYOB. Happy Hour is scheduled every Friday from 4 – 7 pm (BYOB event) and other social events will be noted BYOB. Alcohol is not permitted inside the pool gates (New Mexico Pool Regulation).
23. What is the temperature of the pool or spa? Pool is heated to 80 degrees and the Spa is between 102 and 104 degrees.
24. Can I have food at the pool? Food is allowed in the pool area but must be kept at tables and trash thrown away. No GLASS is allowed inside the pool area.
25. Can I have liquor at the pool? No
26. Can I bring a device to float on? One per person is allowed.
27. Are there lifeguards on duty? No, please swim at your own risk. Children must be supervised at all times!