



Abaris Real Estate Management, Inc.

7811 Montrose Road, Suite 110, Potomac, MD 20854
301-468-8919 · Fax: 301-468-0983

397 Herndon Pkwy, Suite 100, Herndon, VA 20170
703-437-5800 · Fax: 703-471-6578
abarisrealty.com

March 12, 2026

Dear Reserve at Tower Oaks HOA Homeowners,

Happy Spring! The Reserve at Tower Oaks pool will soon be prepared for its scheduled opening on Saturday, May 23, 2026! This summer's pool registration will be as follows:

1. The pool pass registration will be done through Member Splash.
2. Enclosed are detailed directions on how to complete the registration of each homeowner's occupants within the new Member Splash system.
3. This information will then be validated by Abaris Real Estate Management as the pool administrator who will oversee and approve all registrations that meet the following criteria:

All Residents who are current in their HOA fee accounts with no delinquent balance are eligible to use the pool.

A Resident is defined as someone who permanently resides within The Reserve at Tower Oaks HOA. Your street address is your primary residence and where you officially receive mail and are registered to vote. Abaris Realty, Inc. reserves the right to request a valid government issued ID to confirm residency.

Renters/Tenants pool membership is associated with one family per street address. An owner of the property must declare in writing to Abaris whether an identified renter/tenant may be granted a pool membership for the season instead of the owner. If the owner chooses to use the pool membership for the season, the renter/tenant will not be eligible to apply for pool membership. **For all tenants, a copy of the current rental lease is required in order to be validated within the system.**

If you believe a household member has been denied validation in error, please provide a valid government issued ID to Abaris at the following address or email:

Abaris Real Estate Management
1101 Wootton Parkway, Suite 820
Rockville, MD 20852
Email: reservetoweroaks@abarisrealty.com

General Pool Rules: Enclosed are the general pool rules that will be in effect during the pool season.

PLEASE NOTE: If you need assistance with the registration process, please contact Adlene Edouard at the CORE Onsite Office to schedule an appointment to complete your registration and answer any questions you may have.

On behalf of the Board of Directors, I hope you have a great summer at the pool and please stay safe!

Sincerely,

Shireen Ambush, PCAM, CPM
Community Manager



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REGISTERING FOR MEMBER SPLASH

The Reserve at Tower Oaks will continue to utilize the MemberSplash, online pool membership management system. **For new residents once you have been validated by Abaris for pool use, please follow the instructions below to register in MemberSplash.** We ask that when you first log into the system you please take a moment to verify all your account information and make any corrections needed. If you have any questions or need assistance making changes, please contact us at:

Abaris Real Estate Management
Attention: Adlene Edouard
Phone: 301-962-2673
Email: reservetoweroaks@abarisrealty.com

To log into your MemberSplash account please complete the following steps:

1. Go to <https://reserveattoweroaks.membersplash.com/>

This will take you to a login screen.

***Please NOTE:** If you logged into your Member Splash account, and changed your default password to a custom password last pool season, please continue to use the custom password you set for your account.

The default username for your account is your street address, all lowercase with no spaces. Do not spell out or include any reference to: Lane, Phlox, Street, Place, Court etc. or "unit".

THE FLATS Example: If your address is 3501 Bellflower Lane Unit 500 your login would be 3501bellflower500

THE RESERVE Example: If your address 3516 Bellflower Lane your login would be 3516bellflower

The default password is: reserveattoweroaks

Upon first log-in you will get a message in a yellow box at the top of the screen directing you to provide additional information.

Your account is missing the following required information. You'll need to update it before proceeding.

Your password needs to be updated.

An email address is required for the billing member on the account.

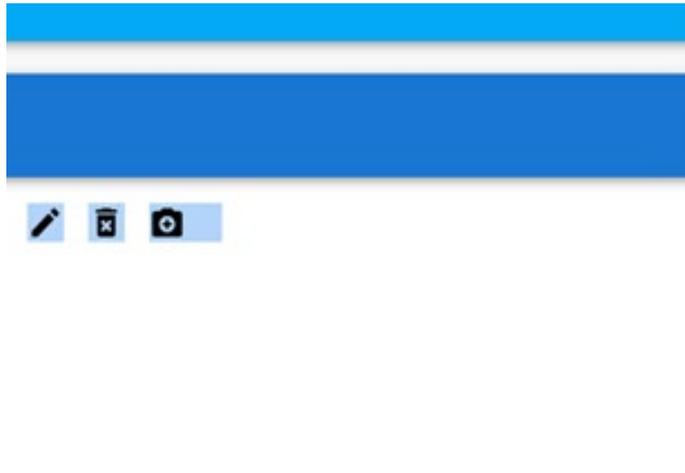


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2. At a minimum you will be prompted to pick a new password. Please take a moment to update it to something secure and be sure to store that password in a safe place for future reference. If you ever lose your password you can use the password reset link, but this requires a valid email address on file. You can store one email address per adult member by clicking **Edit** next to their name on the account management screen. Each household will have their own password, multiple passwords per household are not needed.
3. Edit, add, and delete members. To edit a member, click on the pencil icon. To add a member, click on the plus icon. To delete a member, click on the trashcan icon. To upload a picture, click on the camera icon.



4. ***PLEASE NOTE: a maximum of 5 household members can be listed under each household account. Any household with more than 5 household members, must complete the enclosed registration application and submit it to Abaris Realty via email at reservetoweroaks@abarisrealty.com for verification. Please remember, all resident members must have the same permanent Reserve at Tower Oaks street address.***
5. **You must upload a face shot of each individual in your family membership under their name.** To do so, click on Manage Account, Account Details, add each photo by clicking on the camera icon after each member's name. Please use a close-up headshot or cropped face photo.
6. Add emergency contact information. To do so, click on the red pencil icon next to emergency contact info and add the information.

Thank you for taking the time to complete your on-line pool registration within the new Member Splash system. We hope you have a safe and fun summer at the pool!



THE RESERVE AT TOWER OAKS HOA SWIMMING POOL RULES

General Policy

1. All persons use this facility at their own risk and must be in conformance with all rules and regulations. Individuals may be barred from the pool or pool area, at the discretion of the lifeguard in charge, for violation of said rules or for any other reason which in the lifeguard's judgment constitutes a hazard to others or to the Association.
2. The lifeguard must be on duty and the pool officially open before any user is allowed in the water.
3. All persons using the pool or pool area do so at their own risk and sole responsibility. The Association does not assume responsibility for any accident or injury in connection with such use.
4. Patrons agree to save harmless the Association, and its agents, from any and all liabilities and actions arising out of or related to the use of the swimming pool or pool area.
5. The cost of any property damage will be charged to the responsible party.
6. The Association will not be responsible for loss or damage to any personal property of any kind.
7. All swimmers shall exit the pool at the lifeguard's request.
8. The pool may be closed at any time due to mechanical breakdown, operational difficulties, or inclement weather. The decision is at the sole discretion of the Association or the pool management company.
9. No abusive or profane language or breach of the peace will be tolerated.
10. No pets are allowed in the pool area at any time.
11. All radios must be kept at a low volume.
12. Chewing gum is not permitted in the pool area at any time.
13. Only appropriate swimwear is permissible in the pool. Cut-offs, undergarments and/or see-through attire are not permitted in the pool. Everyday clothes (with the exception of a t-shirt) are not acceptable. The lifeguards shall have broad discretion to determine if swimwear is inappropriate.
14. Smoking is prohibited.
15. The Association reserves the right to implement a pool pass system.



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Guest Policy

1. Each household will receive 15 complimentary guest passes, per the HOA, on their MemberSplash account.
2. Additional guest passes may be purchased in bundles of 15 guest passes for \$20. The additional guest passes can be purchased at the onsite office in the CORE. ***Note: All guest pass purchases must be paid via the owner HOA fee account. Please see the on-site management staff for assistance.***
3. A maximum of 4 guests must be accompanied by a resident, at all times, per visit to the pool. When a resident leaves, they must ensure that their guest(s) leaves with them. Violations of this rule may result in the loss of guest privileges.
4. Residents will be held responsible for all actions of their guests.

Supervision Responsibilities

1. Lifeguards are on duty to enforce rules and regulations and to respond to emergencies, but supervising adults are ultimately responsible for the safety of any child that they accompany to the pool.
2. All children, aged 12 and under, must be accompanied by an individual aged 18 or older who is responsible for closely monitoring when the child is near or in the water, regardless of the child's age or swimming ability. Non-swimmers must be accompanied in the water by a supervising adult at all times. The supervising adult is responsible for the child's behavior at all times and is solely responsible for assessing the child's swimming ability.

Health Regulations

1. Admission shall be refused to all persons having infectious disease, sore or inflamed eyes, colds, nasal or ear discharges, or any communicable disease of any kind. Persons with excess sunburn, open sores, or bandages of any kind will not be permitted.
2. Infants and children wearing diapers or who are not toilet trained shall be permitted in the pool but must wear tight fitting rubber pants or "swim diapers". In the event of fecal contamination, the pool will be closed in accordance with Health Department regulations.

General Safety Regulations

1. Inner tubes, water wings, and all other flotation devices, for the purpose of supporting non-swimmers, are only permitted with the supervision of an adult.
2. Flotation mats, rafts, and inner tubes are not permitted in the pool area unless there is sufficient room for such items in the pool. The lifeguards shall make the determination if such items are allowed at any given time.



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3. Running, pushing, wrestling, or causing undue disturbance in or about the pool area will not be tolerated. Spouting of water and similar unhygienic acts will not be permitted in the pool.
4. Prolonged underwater swimming, breath-holding, or games that include such behavior are prohibited.
5. All beverages or food brought into the pool area must not be in glass containers and be consumed in designated areas. All trash must be disposed of in a trash container.
6. ABSOLUTELY NO ALCOHOL, or other intoxicants, may be brought into the pool area.
7. ABSOLUTELY NO DIVING in the pool.
8. All personal injuries, however slight, must be reported to the lifeguard on duty.

POOL HOURS OF OPERATION

Saturday, May 23, 2026, to Monday, September 7, 2026:

Main Season: May 23, 2026 – September 7, 2026 – Including Holidays

Operating Hours: Daily: 11:00 A.M – 7:00 P.M



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**THE RESERVE AT TOWER OAKS HOA
2026 POOL REGISTRATION APPLICATION FORM
TO BE COMPLETED AND RETURNED TO ABARIS REALTY ONLY IF THERE ARE
MORE THAN 5 MEMBERS IN YOUR HOUSEHOLD**

Resident Name: _____

Property Address: _____

Work Phone: _____

Home Phone: _____

Cell Phone: _____

E-Mail: _____

Circle one: **RESIDENT OWNER** **TENANT**

Household Members

**Adult's Names
(18 and over)**

**Date of Birth
Required for children
Under the age of 26.**

- 1. _____
- 2. _____
- 3. _____
- 4. _____

- _____
- _____
- _____
- _____

Minor's Names

- 1. _____
- 2. _____
- 3. _____
- 4. _____

PLEASE NOTE: Include a picture or copy of a current Government Issued ID for all adults over the age of 18.



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PLEASE NOTE: For all tenants, a copy of the current rental lease is required in order for pool passes to be issued.

I attest that the above has been read and fully understood

Signature: _____ Date: _____

Completed Applications should be sent to:

**Abaris Real Estate Management
1101 Wootton Parkway, Suite 820
Rockville, MD 20852**

Email: reservetoweroaks@abarisrealty.com