



Using Basketball Hoops

Located at The Reserve Airnasium

By accessing basketball hoops, you agree to follow all [Airnasium Rules](#). Failure to comply with rules may result in limited hoops access and/or financial responsibility for damaged equipment. For questions, comments, and concerns related to basketball hoop rules and process please contact the board.



Raising / Lowering hoops

These steps are required for each hoop that will be used.

Step 1: Access Airnasium using amenities fob Step 2: Wake up lock Step 3: Open Vault App Step 4: Unlock hoop Step 5: Raise or lower hoop using the crank Step 6: Safely store lock	QR code to video
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- Vault App will access hoops between the hours of 8:00 am and 9:00 pm.
- Last user to lock / unlock the hoops; this person will be responsible for any damaged equipment
- Hoops can only be used when completely lowered or at the marked height. No interim heights are allowed.

Frequently Asked Questions

Question	Answer
What if I don't get a response to my access request	Sometimes emails from new people go into a spam or junk folder; check these folders for a span of 1-3 days after you submitted your request. Still don't see it? Send an email to the board.
I am done playing and another resident with hoops access wants to play, what should I do?	You should have them wake up and unlock the lock to record them as the active user. Once they have unlocked the lock in the App you can leave the equipment in their care.
What happens if I leave the hoops unlocked?	The Vault App records all users. The last known user is accountable for any damage. Please be sure to lock the hoops when done. If handing off to another person, make sure they unlock the lock to record them as active users.
I am done playing and another resident that does not have hoops access wants to play, what should I do?	Residents must request access to the Vault App to utilize the basketball equipment.
What if my child wants to play and does not have app access or a phone?	Residents/parents will need to accompany the child to the Airnasium and unlock the goal and return to lock the goal when the child is done playing.
I am done playing and someone that is not a resident wants to play, what should I do.	The amenities of The Reserve are for residents. Individuals that are not accompanied by a resident are not permitted to utilize basketball hoops. You will need to lock the hoops up before leaving.
What if I am being pressured or bullied to leave hoops up and feel uncomfortable telling people to leave	Safety first! If a situation is uncomfortable or unsafe please remove yourself. If you are a child, please alert an adult of the situation immediately. The adults will alert the board, video will be pulled and the situation will be safely handled.
Can I have one Vault account for the entire household?	Yes, you can have one account for the household. However, the person that holds the account is accountable for equipment and will be the contact if any situations arise.
I am a pickleball player, do I need hoops access	Yes, the hoop are lowered when not in use. To safely play pickleball you will need to raise the hoops. Doing so requires access to basketball hoops.