

Private Hire Pool Terms & Conditions

We hope that you will enjoy using the pool as if it were your own. To ensure that everyone is happy with the privacy, security and safety, it is very important that the following rules are observed.

- 1) At least one of the booking party must be over the age of 21
- 2) Each slot is 55mins, which includes the changing time. Please do not arrive before your time slot. (E.G If your slot is 3-3.55pm, please arrive at 3pm). Please do not over-run. There is a clock in the pool area.
- 3) Any children not 100% toilet trained **must** wear a swim nappy and a 'Happy Nappy'. These can be purchased from many locations including Boots and Amazon. You cannot swim with your child if you do not have **both** types of nappies, disposable on first, then neoprene nappy over the top. There are some spare by the black water tanks near the changing rooms. If you are found to have omitted the system and there is leakage into the water as a result, you will be liable for damages to the clean up and sanitation of the water and filter system. This may also have a knock on effect to the swim schools lessons and we take the matter very seriously because it is wholly preventable.



- 4) No outdoor shoes are allowed to be worn in any part of poolside, please remove in reception - The same applies to prams / buggies.
- 5) No single person (or single adult) swimming is allowed at any time. Lone swimming is NOT an option. The minimum age is 18yrs.
- 6) No diving into the pool, the pool does not have a deep / shallow end – it is 1.2 meters the whole way and diving is prohibited.
- 7) No horseplay (pushing others into the pool or dive bombing), No running/walking/crawling or sitting on the edge composite/wood effect edge of the pool. No hardballs in the pool.
- 8) No furniture maybe removed from the pool complex.
- 9) The narrow edge of the pool (closest to the changing rooms) MUST NOT be climbed on, sat on, walked along, jumped off or used to exit the pool. The platform walkway on the opposite side is in place to avoid the narrow edge for this reason. Injury is likely to occur if this point is ignored.
- 10) All users should be in good health and it is your responsibility to ensure that the pool, the pool chemicals and the pool environment will not affect any medical condition they suffer from by your doctor in a consultation if necessary. Should a doctors consultation be necessary then the owners must be notified in writing prior to use. A full breakdown of pool temperature, air temperature and chemicals used can be provided upon request. No one is to use the pool under the influence of alcohol or drugs
- 11) The pool water balance is tested everyday and recorded and can be seen on request. Water is also laboratory tested monthly and on a quartile basis as per regulation.
- 12) Please exercise caution if you have eaten or had a drink an hour before swimming
- 13) No food drink or breakables may be used in the pool or anywhere else including the changing rooms likewise with talcum powder – the use of which is prohibited.
- 14) No smoking is allowed in the premises or outside whatsoever.
- 15) All jewellery must be removed prior to entering the pool for your safety and to protect the pool liner.
- 16) To maintain the temperature of the pool and poolside all entrance doors must be kept closed immediately after entering the pool.
- 17) Perfumes, body lotions must be removed prior to entering the pool including moisturises or tanning products

- 18) Anyone using facilities does so at their own risk. The complex is unmanned, unsupervised and has not lifeguard facility whatsoever.
- 19) For any bookings, cancellations within 48 hours of the booked time will be charged at the full amount
- 20) On arrival, if the main cover is on the hirer must remove this by turning the wheel and ensuring it does not twist
- 21) Unless otherwise notified, you must recover the pool, using the rope to pull it back entirely at the end of your session. This will ensure consistently high temperatures in the pool. If you are unsure how to do this please check first – there are instructions and pictures near the cover. If the pool is left uncovered, you may be charged a fee of £15 to arrange another party to go in a cover the pool.
- 22) Any damages at all, must be paid for in full by the lead hirer / person booking the private slot.
- 23) By paying for a slot, the payee accepts the T&Cs in full. The individual that pays (payee) enters into an agreement with Aquanimals Swim School (of Unit 12 Rookery Business Park, Silver Street, Besthorpe, Attleborough, NR17 2LD) that any damage during that slot (or discovered after that slot), howsoever caused, shall be paid for in full by the payee. The payee will receive written confirmation of the cost of repairs required for any damage and be required to pay for those repairs within 14 calendar days of receiving the written confirmation of the cost of repairs.
- 24) All rubbish, and specifically including nappies should be taken home with guests. If nappies are found to have been left you may be charged for disposal and sanitising the area – the air temperature is 32c with a used nappy, unhygienic & smelly.
- 25) If shoes are not removed or the pool room floor is soiled, there may be an additional charge for cleaning
- 26) The temperature will be set to a minimum of 30 degrees, although the thermostat will be set at 32 degrees.
- 27) Occasionally it may be necessary to close the pool for maintenance. Guests will be notified in advance if it affects their hire and allowed to cancel their booking if required and arrange an alternative.
- 28) Two to eight people maximum to use the pool at any one time. No lone swimmers.
- 29) There must be no more than two children (under 16) or non-swimmers to one adult (over 18) who must be a competent swimmer. (2:2:1 ratio)
- 30) Private hire swimmers must not arrange swimming lessons or private lessons during their private swim session.
- 31) Please ensure that you and your group are physically fit enough to swim.
- 32) Please do not allow a person within your group, who may have a contagious illness (including diarrhoea) to swim.
- 33) The reach pole and throw rope bag are for emergency use only.
- 34) Please ensure all exits and fire exits are kept clear at all times.
- 35) Please notify the owners immediately of any damage to the pool or equipment.
- 36) Access to the pool building is via front entrance using your unique pin detailed in your booking confirmation. This pin is exclusive to you and is not to be passed to any one else. If it is found that security has been breached by sharing of the pin, you will be asked to leave & hire will not be granted in the future. The pin is for entry at the specific date and time detailed in the booking and no other access is granted at all. Entrance to the pool outside the date & time detailed would be classed as unauthorised access and we may have no choice but to notify the Police.
- 37) Please ensure that no members of your group stray into the commercial estate where hazards may exist and please drive with extreme caution at all times around the commercial estate and stick to 10mph
- 38) Cars are parked including contents left in those, are left at the owner's risk.
- 39) Please ensure all external doors in the pool complex remain closed at all times as this maintains the important temperature balance within the pool complex.
- 40) Please check the notice board for any information regularly and also for amendments to the rules.
- 41) Please replace the pool cover unless asked otherwise, after your session, switch off all lights and ensure the door is shut and therefore locked. If the main entrance door is found to have been left open, your hire will be terminated for any future use.
- 42) Please leave the pool complex as you would like to find it. If the floors are wet and puddles formed, please use the flat mop/squeegee to remove surface water – at the opposite end to reception is a drain to expel surface water. This keeps the floor dry, clean and not at risk of stagnant surface water.
- 43) CCTV is in place at the premises. Signage is clearly visible next to each camera advising that it is in use. The CCTV is in place in reception to monitor who is entering and existing the building, fixed directly above the pool in two opposing areas to ensure the pool is covered at night, to visit if damage is found during private hire, to ensure hirer's have left within their allocated slot, security purposes and for any other reason the Directors of the business feel it reasonable to view real time footage for example if malicious damage is suspected. There is also a CCTV camera fixed in the plant room (no access) to check water levels & alarms, safety, anti-tamper & security purposes. This is recorded and may be used to submit evidence in the event of damage, injury or additional bather use.

44) In the unlikely event of an emergency, there is a phone (landline) on top of the reception desk. For non-emergencies call the owner Shirley 07780-740-430 in an emergency please dial 999 and then inform Shirley.

AQUAnimals Swim School Ltd