

Private Hire Pool Terms & Conditions

To ensure that everyone is happy with the privacy, security and safety, it is very important that the following rules are observed.

The pool is unmanned and unsupervised which means there is no lifeguards or persons onsite able to respond in the event of an incident or accident. The pool must be used as intended and is therefore used entirely at your own risk.

- At least one of the booking parties must be over the age of 18.
- 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.
- 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.



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- No outdoor shoes are allowed to be worn in any part of poolside, please remove in reception - The same applies to prams / buggies.
- No single person (or single adult) swimming is allowed at any time. Lone swimming is NOT an option. The minimum hire age is 18yrs.
- 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.
- 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, flippers, scuba equipment, inflatables (other than baby seats), body boards or Mermaid Tails in the pool.
- No furniture maybe removed from the pool complex.
- 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.
- 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. No one is to use the pool under the influence of alcohol or drugs
- The pool water balance is tested everyday and recorded. Water is also laboratory tested monthly and on a quartile basis as per regulation.
- 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.
- No smoking is allowed in the premises or outside whatsoever.
- All jewellery must be removed prior to entering the pool for your safety and to protect the pool liner.
- To maintain the temperature of the pool and poolside all entrance doors must be kept closed immediately after entering the pool.
- Perfumes, body lotions must be removed prior to entering the pool including moisturisers or tanning products by showering
- Anyone using facilities does so at their own risk. The complex is unmanned, unsupervised and has no lifeguard facility whatsoever.
- For any bookings, cancellations within 24 hours of the booked time will be charged at the full amount unless we can fill the slot and the booking is not transferable. You may not sub hire or offer 'your' booking to any other party.
- On arrival, if the main cover is on the hirer must remove this by turning the wheel and ensuring it does not twist
- Unless otherwise notified, you must not recover the pool at the end of your session.
- Any damages at all, must be paid for in full by the lead hirer / person booking the private slot.
- 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 Ltd (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.
- 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.
- If shoes are not removed or the pool room floor is soiled, there may be an additional charge for cleaning
- The temperature will be set to a minimum of 30 degrees, although the thermostat will be set at 32 degrees.
- Occasionally it may be necessary to close the pool for maintenance or any other reason determined by management. Guests will be notified in advance if it affects their hire and allowed to cancel their booking if required and arrange an alternative. There could be an occasion where no notice can be provided.
- Two to six people maximum to use the pool at any one time. We can extend the number by prior arrangement to a max of 8 and there is a small additional fee for the increase. All babies & children are counted as 'swimmers'
 - 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) and is subject to current Government Guidelines in regards to the management of Covid-19.

- Private hire swimmers must not arrange swimming lessons or private lessons during their private swim session and the booking is not transferrable.
- Please do not allow a person within your group, who may have a contagious illness (including diarrhoea) to swim.
- The reach pole and throw rope bag are for emergency use only.
- Please ensure all exits and fire exits are kept clear at all times.
- Please notify us immediately of any damage to the pool or equipment.
- Access to the pool building is via front entrance using your unique pin detailed in your booking confirmation. This pin is exclusive to the lead hirer and is not to be passed to any one else. If it is found that sharing of the pin has breached security, 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.
- 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
- Cars are parked including contents left in those, are left at the owner's risk.
- 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.
- Use of swim School equipment and the store area is prohibited to private hire users. This includes, floats, , items stored around the pool and in (&on) the store cupboards.
- Please do not replace the pool cover unless asked otherwise, 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.
- Please leave the pool complex as you would like to find it. You must use the flat mop/squeegee to remove surface water splashed over the sides of the pool & raised walkway surrounding the pool & steps – 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. This includes the changing rooms & bathrooms used,
- **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 & at the store cupboard end of the building, to visit if damage is found during private hire, to ensure hirer's have left within their allocated slot, to spot check numbers / ratios in the water, security purposes and for any other reason the Directors of AQUAnimals Swim School Ltd feel it reasonable to view real time & recorded 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. All footage is recorded and may be used to submit evidence in the event of damage, injury or additional bather use. You may not request to view or have copies of footage.
- 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 Rush 07780-740-430 in an emergency please dial 999 and then inform Shirley Rush.

These T&Cs are IN ADDITION to special measures in place until further notice specifically relating to Coronavirus Covid-19. A copy of these measures is provided on confirmation of the booking and are laminated on reception desk and an A-Frame in the building. If you are unsure of any procedure or have any questions about what you have been asked to do, this must be clarified PROIR to your slot.

Being of lawful age and in consideration of being permitted to participant in the activity noted below, the Participant released and forever discharges AQUAnimals Swim School Ltd, its owners, directors officers, employees, instructors, agents, assigns, legal representatives and successors from all manner of actions, causes of action, debts, accounts, bonds, contract, claims and demands for or by any reason if any injury to person or property, including injury resulting in the death of the participant which has been or may be sustained as a consequence of the Participants participation in the activity described below, and not withstanding that such damage, loss or injury may have been cause solely or partly by the negligence of the AQUAnimals Swim School Ltd.

Activity Details: The private use of the swim school facility, which is the entrance reception, corridors to toilets, showers and the changing rooms including the fire exits, steps to and from the pool and the seating area for recreational swimming activities.

By booking and making payment the Participant acknowledges that this Waiver/Release is given with the express intention of effecting the extinguishments of certain obligations owed to the Participant and with the intention of binding the participants spouse, heirs, executors, administrators, legal representatives and assigns.

By booking and making payment the participant acknowledges that the participant does not have any physical limitations medical ailments physical or metal disabilities that would limit or prevent the participant from participating in the above mentioned activity. Participants may wish to obtain a medical examination and clearance.

By booking and making payment the participant agrees to be forever prevented from suing or otherwise claiming against the activity provider for any property loss or injury that the participant sustains whilst participating or preparing for the activity noted.

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is reported to be extremely contagious. The state of medical knowledge is evolving, but the virus is believed to spread from person-to-person contact and/or by contact with contaminated surfaces and objects, and even possibly in the air. People reportedly can be infected and show no symptoms and therefore spread the disease. Evidence has shown that COVID-19 can cause serious and potentially life threatening illness and even death.

AQUAnimals Swim School Ltd cannot prevent you, the person attending lessons or your child(ren) from becoming exposed to, contracting, or spreading COVID-19 while utilizing AQUAnimals's services or premises. It is not possible to prevent against the presence of the disease. Therefore, if you choose to utilize AQUAnimals Swim Schools's services and/or enter into the facilities premises, you may be exposing yourself to and/or increasing your risk of contracting or spreading COVID-19.

ASSUMPTION OF RISK: In booking and attending the pre-booked lessons / private hire accept the risk of contracting COVID-19 for myself and/or my children in order to utilize AQUAnimal's Swim School Ltd's services and enter AQUAnimal's Swim School Ltd's premises. These services are of such value to me [and/or to my children,] that I accept the risk of being exposed to, contracting, and/or spreading COVID-19 in order to utilize AQUAnimal's Swim School Ltd's services and premises in person and therefore forever release and waive my right to bring suit against AQUAnimal's Swim School Ltd's and its owners, officers, directors, managers, officials, trustees, agents, employees, instructors or other representatives in connection with exposure, infection, and/or spread of COVID-19 related to utilizing AQUAnimal's Swim School Ltd's services and premises. I understand that this waiver means I give up my right to bring any claims including for personal injuries, death, disease or property losses, or any other loss, including but not limited to claims of negligence and give up any claim I may have to seek damages, whether known or unknown, foreseen or unforeseen.

AQUAnimals Swim School Ltd