



Wales National Pool Swansea  
Pwll Cenedlaethol Cymru Abertawe

## **BOOKING INFORMATION & ADMISSION POLICY**

- The sessions must be booked in advance.
- This can be done via our on line booking portal or the Swansea Bay Sports Park app. More information is available on our website [Home - Swansea Bay Sports Park](#)
- Booking can also be made by calling reception 01792 513513
- Members can book up to 7 days in advance and non members can book 24 hours in advance (payment must be made at the time of booking).
- To ensure fairness the maximum number of slots bookable per week (7 days) is 3 per member. We will cancel bookings where our fair play policy is breached and customers who continually flout this will receive a strike and could have their uses suspended.
- Only one session per day is permitted.
- Pullbuoys and kickboards are permitted. Fins and paddles will be permitted in sessions where the 25m split is open and lanes will be allocated in the 25m split for this.
- The session duration (60 or 90 minutes) **is total in facility time**. Entry to the facility will be no earlier than 10 minutes before the start time of the session for check in; and you must be clear of the changing village by the end of your booked time. The lifeguards will blow a whistle to clear the pool in advance of this. i.e. your session includes changing time and you will be asked to leave the water in advance of the end of the session
- Please use the locker paired with your cubicle (your cubicle number will be issued to you in the changing village).
- If you require the use of the disabled changing facility, lift or pool hoist, please confirm this at the time of booking. Accessible swim slots are bookable and these give access to the accessible changing room. Please only book these slots if you need to access this facility.
- For family sessions, the 23m split will be sectioned into 4. Each family will be allocated a group changing room.
- WNPS will retain your booking details for 28 days for test, trace protect Wales purposes. Although face masks or coverings are not the main protection against Covid-19, we are asking you to wear a mask within the dryside areas of the facility, unless you have a good reason for not doing so. Mask are not permitted to be worn in the pool.
- It is acknowledged that good hygiene and maintaining a distance are the best protections. To help with this WNPS will supply sanitiser, conduct enhanced cleaning and restrict the number of people within the facility.
- We will send you a confirmation email the day prior to your booked session.
- If you need to cancel a booked session, we ask you to do this by replying to the confirmation email prior to 18.00 or preferably at least 24hrs in advance.

- Due to the number of no shows we have sadly experienced we have instigated a 3 strike policy. If you fail to show for 3 booked sessions, , then your membership and ability to book will be suspended for 14 days. There will be no refund or membership extension in this instance. Failure to cancel in accordance with the point above will be treated as a no show.
- If you are required to self-isolate and are unable to attend a session please let us know as soon as you can, allowances will be made in these circumstances.

***Admittance is strictly in accordance with the revised terms and conditions please ensure that you have read and understood the information below.***

### Admissions Policy

WNPS would like all of our customers to enjoy their experiences at our facility. We therefore request that all customers abide by the admissions policy and terms and conditions of use.

All our Lifeguards hold a National Pool Lifeguard Qualification (NPLQ) and are subject to regular training and testing. Please follow their instructions for a safe and enjoyable visit.

### General Conditions

Identity cards including, student cards, staff cards, WNPS membership cards and any till receipts must be produced by users on the request of Wales National Pool Swansea staff. Failure to produce a card will result in the user being charged the full rate for usage of the facility. Failure to produce a receipt may result in the user being re-charged. A charge of £5.00 per card will be made to the user for replacements of lost membership cards. Please note the onus is upon the customer to prove they are entitled to a concession or PTL rate.

WNPS reserves the right for proof of age where a person appears to be over 16.

Users who suffer from a known serious medical condition or who are injured are advised to inform WNPS staff before entering the water.

In the interest of the comfort and wellbeing of all our users, WNPS does not permit smoking or the use of E-cigarettes anywhere within the facility.

No alcohol or drugs are permitted on the pool premises and any user under the influence of alcohol or drugs will be refused admission.

Eating and drinking are not permitted in the pool, changing areas, corridors or stairwells. Eating and drinking is only permitted in the designated cafeteria and vending area.

No chewing gum permitted within the facility

No bad language will be tolerated within WNPS

If you have any issues/concerns please speak to a member of WNPS staff.

WNPS reserves the right to change the programme at short notice.

WNPS reserves the right to refuse admission to any person at any time.

The decision of any member of the WNPS Management Team will be final in any matter of dispute.

All personal belongings must be left in the cubicle or locker allocated or in the pods at poolside and are left at owner's risk. WNPS will not be liable for any losses. Locker keys must not be removed from the facility. Lost keys will be subject to a charge.

Any items left within WNPS (apart from keys, phone, Wallet/purse and jewellery will be disposed of immediately. Valuable items as identified above will be retained for no longer than 21 days.

### **Supervision in public sessions**

In accordance with CIMSPA guidelines, children under the age 8 must be supervised by a responsible adult at all times anywhere within WNPS. (This has been amended for Covid-19)

Children's use of the pool ratios are as follows:

- Under 4's - 1 Adult to 1 Child
- Under 13's - 1 Adult to 2 Children
- Over 13's - No Adult Company required
- A recognised age for an Adult is 16 years of age

### **Safety Rules**

Non-swimmers are not permitted to use the 50m pool or 25m split due to the depth of water.

Diving is not allowed in the training pool or off the blocks in the 50m pool during public swimming times.

Swimming goggles may be used however facemasks, snorkels or other full facial masks are not permitted in public swimming sessions, unless you have written consent to do so.

No glass is permitted in the changing village or on poolside e.g. glass water bottles, perfume bottles etc.

Customers are not permitted to wear or leave footwear on poolside.

Please follow the safe lane swimming guidelines below:-

- Follow the direction indicted on the lane board clockwise
- Double width lanes are provided to maintain social distancing please swim in the centre of the lane using the pool floor marker as a reference.
- Be aware of the swimmers around you
- Ensure you are swimming in the correct lane for your ability/speed and if requested to by a lifeguard change lane
- Overtaking is only permitted at the end of a lane please allow a faster swimmer to go ahead
- If taking a rest then allow space for other swimmers to pass or turn, rests must be brief and no congregating at the end of a lane is permitted
- Swimming in an aggressive manner, or lane blocking is not acceptable. Once an individual has received a warning from member of WNPS staff, if the behaviour persists, they will be asked to leave and no refund will be given
- Do not sit on the lane ropes
- Do not enter or exit the pool at the scoreboard end unless in an emergency
- Exit the pool prior to or when you hear the whistle for the end of the session

In accordance with "WNPS Child and Vulnerable Adults Protection Policy", the use of photographic equipment/taking of unauthorised photography is not permitted anywhere within WNPS. Permission must be obtained by the General Manager prior to any photography / filming within the facility.

The use of mobile phones or any photographic device is strictly prohibited in the changing village.

Should you hear an alarm please follow instructions from WNPS staff.

WNPS staff may refuse a person permission to enter the swimming pool, or may ask a person to leave if it is felt they present a safety hazard to themselves or other users.

### **Healthy Swimming**

Please stay away if you :-

- have tested positive for COVID-19 in the last 10 days
- are waiting for a COVID-19 test or the results?
- have any of the following symptoms?
- A New, continuous cough\*; a high temperature or fever; Loss of, or change in, sense of smell or taste? (*\* A new, continuous cough means coughing for longer than an hour, or three or more coughing episodes in 24 hours. If the patient usually has a cough, it may be worse than usual*)
- live with someone who has either tested positive for COVID-19 or had symptoms of COVID-19 in the last 14 days?
- Are required to quarantine on return from a trip abroad in line with current Welsh Government requirements.

We are asking you to arrive beach ready wherever possible. This means we are asking you to have showered and to have your swimwear on when you arrive. We do still want you to preshower before entering the water.

To help us maintain the best possible water quality, please use the toilet, ensure you've washed your hands remove excess make up and take a full body shower before entering the water. This allows us to ensure our water quality is of the highest standard, reduces the risk of contamination and reduces the amount of pool water treatment chemicals we need to use. We may refuse you entrance to the pool at this time if this is not adhered too.

Please refrain from swimming for 48hrs after clear of symptoms if you have suffered from vomiting or diarrhoea.

If you have been diagnosed are have been tested for Cryptosporidium or Giardia please refrain from swimming for 14 days after being clear of symptoms or unless the test is negative.

Babies and toddlers are required to wear appropriate swim nappies. WNPS advocates the use of the double nappy system. This is wearing a waterproof swimming nappy with a swim nappy cover worn over the top. Any baby or toddler suffering from vomiting or diarrhoea should not be taken swimming until clear of symptoms for 48 hours.

Customers with muddy footwear should get as much of the dirt off their footwear as possible before entering the changing village. Under no circumstance must muddy footwear be worn in the shower areas.

### **Swimming Aids and play equipment**

Other than in a supervised sessions no person who requires the use of swimming aids/flotation aids is permitted to access the 50m or 25m split pool or the 23m split at a depth of 2m

For family sessions clean play equipment designed for the use in swimming pools such as small water balls, watering cans/cups, squirty toys, woggles, dive toys, floats are permitted as long as they are not used in such a way that they cause any inconvenience or annoyance to other customers. WNPS will not be providing equipment at this time.

The use of inflatables, other than those designed as flotation aids is not permitted at all.

### **Swimwear**

Clothing worn in the pools must ideally be designed for use in a swimming pool, or be reserved exclusively for use in a swimming pool and be fit for purpose; be of suitable material; not offend decency; and be hygienic, safe and unlikely to put either the user or others at risk.

### **Car Park**

Drivers must adhere to the speed limit of 15mph in the WNPS car park.

Vehicles must be parked in designated parking spaces of WNPS pay & display car park and display a valid ticket or permit.

Parking/waiting is not permitted in the Emergency Vehicles Bays, the rear service yard on payments or verges and on double yellow lines.

### EXCLUSION POLICY

In order to maintain a safe and comfortable environment for all users and staff of WNPS, then all users (including customers, staff and tenants) must abide by the published terms and conditions (including admissions policy and booking terms and conditions) of use of the facility.

This policy will be applied whether there has been a single, serious incident of unreasonable / unacceptable conduct by a user or where a user is repeatedly behaving in an unreasonable manner. In some instances the sheer number or nature of the activities of some users lead them to be considered as 'persistent' or 'vexatious'. The policy will also be applied where users are deemed to be in breach of the published Terms and Conditions of use.

The actions deemed unacceptable by WNPS include but are not limited to the list below:

- Acts or threats of violence or aggression
- Persistent failure to show respect in dealings with staff or other users
- Acting in a threatening or abusive way.
- Making malicious, unwarranted or defamatory comments
- Making remarks which are related to any protected characteristic as defined by the Equality Act 2010;
- Continuing to attempt to pursue any matter, either during WNPS investigation or once the matter has been resolved by WNPS.
- Seeking an unrealistic outcome and persisting in doing so despite being clearly advised of the justification for the decision.
- Failure to abide by the covid safe procedures implemented by WNPS
- Failure to follow the reasonable instruction of a member of the WNPS team.

Actions to be taken

- 1) In the first instance of a breach, all details of the incident will be recorded and the user will be given an **"Official Verbal Warning"** and asked to amend their behaviour.
- 2) If there is a second instance of a breach involving the same user, even regardless of whether the incident is different in nature to any previous incident, all details will be recorded as in 1). The user will then be contacted, in writing, by the General Manager or his representative, within 7 working days of the incident. This will constitute an **"Official Written Warning"**.
- 3) A third breach involving the same user, even if different in nature to the previous incidents, will be recorded as in 1). **"The user will then be informed that they are excluded from the facility"**. They will be contacted by the General Manager or his representative within 7 working days of the exclusion, confirming the reason for and terms of the exclusion in writing.

WNPS reserves the right to exclude any user immediately if they are, in the opinion of WNPS staff, posing a serious health and safety risk to themselves, other users, WNPS staff, are in breach of any of the terms and conditions of use of WNPS, or are behaving in a manner which the General Manager or his representative deems to be detrimental to the operation and use of WNPS. The General Manager or his representative will contact the excluded users, in writing, within 7 working days of the exclusion to outline the reasons for, and terms of the exclusion.

WNPS also reserves the right to contact the police and report any incident(s).

There may be situations where unreasonable behaviour may be due to health conditions. WNPS undertakes that every effort will be made to provide appropriate assistance whilst ensuring the safety and welfare of its staff and users.

Persistent unreasonable behaviour or exceptionally unreasonable behaviour may result in a refusal of further contact on any matter.

***The General Manager, or his representative, has the right, in all circumstances, to exclude a user***

***Exclusions will normally be for a specified duration, but in extreme cases may be permanent. The duration of all exclusions will be determined on a case by case basis. The General Manager, or his representative, has the right to define the duration of an exclusion which may be time limited or permanent.***

#### **APPEALS PROCEDURE**

If the excluded user wishes to appeal against the decision of the General Manager or his representative, to impose exclusion, they have the right of appeal to the Chair of WNPS Board.

- 1) Notice of appeal must be forwarded to the Chair of WNPS, via WNPS, within 15 days of receiving their notice of exclusion.
- 2) The Chair and one WNPS Board Member will consider their appeal as quickly as possible and will write to the user informing them of her decision.
- 3) The decision of the WNPS Chair is final and there is no further right of appeal.

The Chair has the discretion to determine the duration of an exclusion and to review an exclusion where the circumstances are such that the Chair considers it appropriate