



Wales National Pool Swansea  
Pwll Cenedlaethol Cymru Abertawe

### **Admissions Policy**

WNPS would like all 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, SBSP 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.

On the WNPS site there is a passenger lift, accessible toilet on Level 2 (reception level), accessible changing room on Level 1 (poolside level) and a hoist for access into the water.

WNPS reserves the right to ask for proof of age.

The last admission for swimming will be 20 minutes prior to the session closure.

Users who suffer from a known serious medical condition or who are injured are advised to inform WNPS staff before entering the water. If you require us to hold a record of your medical condition please notify Reception Staff.

In the interest of the comfort and wellbeing of all our users, WNPS does not permit smoking or vaping anywhere within the facility or the car park.

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

Eating is not permitted in the pool, changing areas, corridors, or stairwells.

Glass containers are not permitted in the pool hall, spectators or changing rooms.

Hot drinks are not permitted in the pool.

No chewing gum is permitted within the facility.

No inappropriate language will be tolerated within WNPS.

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

WNPS management reserve the right to change the programme at short notice.

WNPS management reserve the right to refuse admission to any person at any time.

In the case of a dispute, the decision of the WNPS Management Team will be final.

#### **Supervision Of Children**

Children under the age 8 must always be supervised by a responsible adult.

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

- Under 4's - 1 Adult to 1 Child
- Under 8's - 1 Adult to 2 Children
- Over 8'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.

Children between the ages of 8 and 12 are required to complete a swim assessment to swim in deep water (2m depth). Please speak to WNPS Reception to arrange.

Diving is only allowed in a water depth of 2m and is not allowed off the blocks during public swimming times.

Fins and paddles may only be used in designated training lanes where priority is given to their use. Times are set aside for fins and paddles use however additional lanes may be allocated on an ad-hoc basis if available. Please ask a member of WNPS staff if you wish to use fins and/or paddles outside of these times.

The use of monofins is not permitted without the written authorisation of WNPS General Manager and not in public lanes.

Swimming goggles and training snorkels may be used however facemasks and snorkels are not permitted in public swimming sessions, unless for medical reasons and with the written authorisation of WNPS General Manager.

The use of aquatic audio output devices is permitted. Personal electrical equipment such as phones and cameras are not permitted.

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

Please follow the safe lane swimming guidelines below:

- Follow the direction indicated on the lane board.
- Keep close to the lane rope/side of pool of the lane you are using.
- Be aware of the swimmers around you.
- Ensure you are swimming in the correct lane for your ability/speed and move if asked to by a lifeguard.
- If necessary, allow space for faster swimmers to pass you.
- If you are passing a fellow swimmer do so considerately.
- If taking a rest, then allow space for other swimmers to pass or turn.
- If you are asked to move lanes by a member of WNPS staff then you are required to do so for the safety and comfort of yourself and others.
- 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.

In accordance with "WNPS Safeguarding Policy" the use of unauthorised photography is not permitted anywhere within WNPS. Permission must be obtained by a Senior 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.

All personal belongings must be left in the lockers provided and are left at the owner's risk. WNPS will not be liable for any losses. Items left in cubicles will be removed and placed in lost property. Locker keys must not be removed from the facility. Lost keys will be subject to a charge.

Changing is ONLY permitted in the changing village.

## **Healthy Swimming**

To help us maintain the best possible water quality, please use the toilet, wash 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.

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

If you have been diagnosed or 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 requires the use of the double nappy system. This is wearing a waterproof swimming nappy with a swim nappy cover worn over the top. These are available to purchase from WNPS reception. Any baby or toddler suffering from vomiting or diarrhoea should not be taken swimming until clear of symptoms for 48 hours.

No outside shoes are allowed on poolside. Any persons permitted onto poolside must use appropriate footwear or blue hygiene covers.

Please do not wear muddy footwear in the facility. Under no circumstance must muddy footwear be worn in the shower areas or the pool hall.

## **Swimming Aids and Play Equipment**

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 in recreation sessions, as long as they are used in an appropriate manner.

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

## **Child Changing Policy**

A responsible person (16+) accompanying children to a swimming pool will be able to take under 8's into a group changing room with them. E.g a female adult may take an under 8 boy into a designated female group change.

## **Swimwear**

Clothing worn in the pools must ideally be designed for use in a swimming pool or used 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.

All vehicles must be parked in designated parking spaces of WNPS pay & display car park and the vehicle owner must have registered their car with the ANPR system.

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

Please note that there are gradients in the WNPS car park. Please ensure that handbrakes are fully engaged and your vehicle is secure.