

Wroxham Pool Hire terms and conditions

Who can come and how

- We accept bookings for a minimum of two and maximum of five people in up to two cars. Both 'adults' must be able to raise the alarm with the mobile phone you bring.
- At least one member of the group must be 20 or older.
- Due to changing room space constraints, a maximum of three adults can attend at any one time, unless agreed by email prior to booking.
- Children are classed as such from birth to 16 years old.
- We're sorry but for safety reasons we can't take bookings for one person only. If you'd like to swim but don't have someone to bring, please contact us and we'll try to put you in touch with a 'swimming buddy'.
- You must provide a mobile number upon booking and bring a working mobile with you in case of emergency.
- All people use the pool and facilities at their own risk.
- Be aware there aren't any handrails into the pool, so if you are unsteady on your feet, please be extra careful and accept you are using the pool at your own risk.
- You must not use the facilities when under the influence of alcohol or drugs.
- All swimmers should be in good health and it's your responsibility to make sure that the chemicals won't aggravate any existing health conditions. If you'd like to find out what we use in the pool, please drop us an email at wroxhampoolhire@gmail.com.
- The water is kept above 31.4 degrees. We check and record it daily, as well as testing the water quality. Please email for more information.
- If there's a problem with the water temperature or any of the equipment, we'll let you know and you can have a refund or rearrange your booking as preferred.
- If you cancel/want to rebook a session within 96 hours of the slot time, no refund will be due, although we will do our best to find a replacement for you. If we're successful, we will refund your payment. We do reserve the right to cancel block bookings where there has been a pattern of cancellations.

Arriving and starting

- Please park in the courtyard when you come in, facing the low brick wall to our garden (garages on the right, cartshed on the left). You will be met and shown in a few minutes before your swim session is due to start.
- Sessions start and finish within the hour which includes changing time and showering.
- Please take your shoes off on the mats as soon as you come in the door. No shoes are to be worn on the hard flooring.
- If you have babies or toddlers in your party who are not fully toilet trained, they must wear a good quality swim nappy with a 'Happy Nappy' or equivalent over the top, both in the pool and changing areas.
- Please have a quick shower before you enter the pool – body lotions, perfumes, deodorants and more affect the water quality so it's better for everyone if users shower first.
- If you have long hair, please tie it back.
- Please remove plasters before entering the water – there's a bin by the loo.
- Please wrap sanitary items in a nappy sack or similar before putting them in the bin.
- If you have a verruca, please wear a suitable verruca sock at all times.
- Please remove all jewellery, apart from wedding bands, before entering the water.
- If you've been eating or drinking in the hour before your swim, please do take extra care in the water.
- We don't allow food or drink into the building, apart from plastic water bottles – no breakables!
- No smoking in the pool building or within the garden or parking area.

During the session

- The pool is unsupervised so you need to make sure all those using the pool can swim confidently, remain in their depth if necessary, and/or are wearing any necessary swimming aids. Non-swimmers must be supervised by a responsible swimmer.

- The water isn't deep, so no jumping or diving.
- No horseplay, such as pushing people in the water or dive bombing.
- Please don't run anywhere in the pool building as the tiles can be slippery.
- Be careful when using the electrical sockets. There's one by the window overlooking the greenhouse and one in the changing room.
- Please don't move the furniture.
- You're welcome to bring foam pool noodles, floats and inflatable beach balls but no hard balls.
- Please keep the main entrance door closed.

Leaving and finishing

- There is a bin in the wet room, so please make sure any rubbish goes in there, although we do ask that you take any dirty nappies with you when you leave.
- Please switch the lights off in the pool area and changing room when you finish your session.
- Please keep the changing room and wet room doors closed. This helps us regulate the air and therefore water temperature which is better for all our swimmers. It also helps minimise condensation.
- As mopping and cleaning is carried out after every session, we ask all of our swimmers to be considerate and leave on time, so that everything can be cleaned and dried before the next guests arrive.
- Should you damage the pool or facilities, we do reserve the right to charge an additional fee.
- If you have any problems during your session, please call 07734 703 080.