**Woburn Lido Terms and Conditions**

Every booking and ticket admission is subject to the Woburn Lido Terms and Conditions and they must be fully complied with at all times. Failure to comply with these Terms and Conditions may result in refusal of entry, requirement to leave the Lido premises and refusal of future entry. Please ensure that you and your party have read and understood the Terms and Conditions and any guidance accompanying this document.

**The Premises**

1. **Car Park**
	1. The car park is available for use by customers and staff. Users are requested to park responsibly and with respect to others. A member of staff should be consulted if you have any queries.
	2. The allocated parking space for disabled users may only be used by those with impaired mobility.
2. **Entry**
	1. The gates will be closed at all times in line with the new security system implemented in August 2022.
	2. Customers may enter the gate up to 5 minutes prior to their session. Any earlier and customers will be asked to wait outside.
	3. No person who is not a booked customer or staff member may enter through the gates without the permission of Lido Staff.
	4. On opening, a staff member will open the gate to allow booked customers into the Lido. Gates will be closed after customers have been checked in.
	5. Any customer who is trying to enter the Lido should attract the attention of lifeguards by pressing the bell. Lifeguards will then allow the customer in, in line with the above.
	6. At the end of a session, customers are encouraged to leave the Lido promptly.
	7. After a session has been completed, customers for the next session may not be allowed entry to the main premises until the time of their booked session.
3. **The Shop**
	1. Access to the shop will only be permitted to members of staff.
	2. The shop will be open for the sale of hot and cold drinks and refreshments.
	3. Customers are asked to make payments by card. Cash can be accepted if card is not available.
4. **The Changing Rooms**
	1. The changing rooms are available for use. Children under the age of 8 should not enter the changing rooms without an accompanying adult or parent.
	2. Customers are encouraged to bring any issues regarding these to the attention of Lido Staff.
5. **The Disabled Toilet**
	1. The disabled toilet is for those with disabilities or impaired mobility, and other users should request permission to use it from a member of staff.
6. **Sunbathing Areas**
	1. In addition to the pool surrounds, grass areas may be used.

**Booking, Sessions and Prices**

1. **Capacities and Prices**
	1. The General Sessions will be limited to no more than 70 customers. Adult and Senior Lane Sessions are limited to no more than 15.
	2. Advance booking will be required and those who attend without having booked a session will only be admitted to a session in the absolute discretion of Lido Staff.
	3. Bookings will only be accepted from those over the age of 18.
	4. Prices are:
		1. Adults £5.00
		2. Seniors and Children £4.00
		3. Cold Water Adults £4.00
		4. Cold Water Seniors £3.00
		5. Aqua FUN Adults £6.00
		6. Aqua FUN Seniors £5.00
	5. Season Tickets / Memberships are not available.
	6. Any individuals under the age of 18 must be accompanied by an Adult. Any children entering the water must be accompanied in line with the Woburn Lido Bather Supervision Policy at all times.
	7. The ensure no inconvenience to other swimmers, the adult lane swimming sessions require proper participation in lane swimming.
2. **Private Hire Bookings**
	1. Private hire prices are below:

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| Private Hires | Price |
| Cold Water (45 mins) | £65 |
| Cold Water (1.5 Hours) | £130 |
| Summer Season (1 Hour) | £110 |
| Summer Season (1.5 Hours) | £155 |

* 1. Private hire bookings are for 35 people maximum. Should a party want to bring more than 35 people, a £20 additional fee will be applied.
	2. All customers must conform with these Terms and Conditions at all times. The organiser is responsible for the actions of the party whilst on Lido premises.
	3. 100% of the cost is required at the time of booking the private hire. A private hire is not confirmed until this amount is paid and the organiser receives a confirmation email.
	4. Cancellations can be made by a customer at any time. If the organiser provides more than 1 week notice of the cancellation, a 50% refund will be given. If the notice is less than 1 week, a refund will not be given.
	5. Cancellations by the Lido will dealt with in line with 9. Admissions and 10. Booking Cancellation.

**Lido Rules and Notes**

1. **Admissions**
	1. Admission to the Lido does not entitle customers to clear swimming space; this may not be possible when the Lido is busy.
	2. Should the Lido be required to close earlier than scheduled, refunds will only be provided upon production of evidence of purchase of an admission ticket and only when the customer has had use of less than 50% of the session.
	3. Customers required to leave the facility as a consequence of breaches of Terms and Conditions shall have no right to a refund.
	4. At the end of a session, the pool must be vacated, and all users must leave the premises.
2. **Booking Cancellation**
	1. Bookings may only be cancelled by the Lido and all bookings are non-refundable with the exception of:
		1. Adverse weather where the pool has to close.
	2. Any customer requesting a transfer must request a transfer more than 24 hours before the commencement of the session.
3. **Safety**
	1. The directions of lifeguards and staff MUST be followed at all times.
	2. Running or rough ply should not occur anywhere on the grounds or in the pool.
	3. Diving is not permitted at any time.
	4. Children should be accompanied by adults at all times in line with the NOP and the Woburn Lido Bather Admission Policy.
	5. Pool users must maintain decorum at all times.
	6. Persons under the influence of alcohol or drugs are not allowed entry to the Lido and for the avoidance of doubt, alcohol or drugs MUST not be consumed on the premises.
	7. Smoking is not permitted on the premises except in the designated smoking area in the car park.
	8. Glass is no permitted on site at any time.
	9. The use of swim toys and water paraphernalia is at the discretion of lifeguards and staff.
	10. Any children who are weak or non-swimmers must wear suitable recommended buoyancy aids, stay in close contact with the supervising adult and remain in the shallow end at all times. Children under the age of 8 must be supervised in the pool to a minimum of one adult to two children. Suitable and recognized buoyancy aids are as follows: Inflatable or Disc Armbands and Life Jackets (Woggles and Kickboards are teaching aids and should not be used as a recognized buoyancy aid).
	11. Inflatables should be of modest size and permission must be gained from the lifeguards prior to use.
	12. No acrobatics are permitted.
	13. The use of snorkels, masks, mermaids and flippers are not permitted.
	14. Sessions will not run during a thunder storm.
	15. Customers may bring and consume their own refreshments (subject o any restriction expressed herein). Barbeques are note permitted.
	16. Customers may, subject to reasonableness and Lido staff discretion, bring their own chairs, parasols etc.
4. **Hygiene**
	1. To ensure optimum water quality, sun protective creams and lotions must be applied at least 30 minutes before entering the pool. Sun protective creams and lotions that have not absorbed into the skin will wash off and affect the water quality.
	2. The Lido reserves the right to refuse entry to the pool until the user has allowed sunscreens to have absorbed into the skin.
	3. Customers with any open sores, wounds, openings, transmittable diseases, inflamed eyes, cold, eye or nasal discharge or any inflammations must not enter the Lido.
	4. Customers should not swim for at least 48 hours after suffering from vomiting or diarrhoea. Swimmers should not swim for 14 days after diarrhoea symptoms have stopped if they have been told they may have cryptosporidiosis or Giardia.
	5. Customers with long hair should wear a swim cap.
	6. Swim suits or wet suits must be work in the water. Street clothes are not acceptable.
	7. Customers are asked to shower before entering the pool.
	8. Children who are not toilet trained or incontinent adults, must wear swim nappies that have a snug fit.
	9. Food and beverages may not be consumed in the pool.
	10. Pets are not allowed in the premises with the exception of service animals.
5. **Security**
	1. Customers should keep all valuables secure. The lido cannot be held liable for loss of any valuables or other personal property left at the swimming pool premises.
	2. Photography is not permitted at any time. If customers wish to take photos, prior permission must be gained from the trustees or the General Manager.
6. **Generally**
	1. The staff shall be entitled to require any user to leave the premises and exclude any person from the premises in the event of any breach of these terms and conditions without refunding any payment made. Customers are encouraged to bring any breach of these rules to the attention of lifeguards or staff.

Woburn Lido General Manager and Trustees

24/08/2022