

# Terms and conditions

## Swim Zone Pools endorses the National Pool Alone Policy

All children under 8 years must be actively supervised by a caregiver 16 years or older.

Actively supervised means watching your children at all times and being able to provide immediate assistance.

## Expectations and responsibilities of group leader

- Person in charge to report to reception upon arrival and confirm numbers
- Enforce the pool rules & emergency procedures that will be explained by the Swim Zone lifeguards
- Ensure appropriate swim wear is worn
- Group leader must have a current roll of participants on site. In the event of an emergency, the group leader must follow the directions of Swim Zone staff. The group leader will meet at the assembly point, check participants off the roll and report all group participants are accounted for
- Report any incidents, accidents, hazards or near misses to the lifeguard on duty
- Be aware and remain in the pool space that is booked for your group
- Health Warning: do not swim for at least 2 weeks after an illness with diarrhea and or tummy upset
- No smoking, alcohol or drugs
- Please note we are a glass-free facility

## Swimmer Dress Policy

To ensure water quality is maintained and the safety of our customers the following swimwear standards apply;

- Wear recognized swimwear in the pools. Togs, wet suits and rash shirts
- No underwear, including boxer shorts
- No t-shirts, singlets, skirts, denim or shorts below the knee
- All toddlers must wear a swimming nappy (available at reception)

Any person who fails to comply with any of the swimmer dress policy shall be asked to vacate the pools.

## Number of lifeguards

For every booking the level of risk will be calculated by Swim Zone Management and supervision ratios will be determined. The contact person will be informed if additional lifeguards are required.

## Cancellation

In the event that the hirer cancels the booking within seven days prior to the booking date, Swim Zone will charge the full amount of the booking fee that is owing to the hirer.

Swim Zone reserves the right to cancel booking(s) where circumstance so warrant. These may include, but are not limited to, emergency situations and adverse environmental / weather conditions.