



WELCOME PACK

PRIVATE POOL HIRE



Dear Customer,

Firstly, we would like to welcome you to JoJo's Swim School and hope that you and your family and friends enjoy the pool as much as we do.

In this pack you will find details of the pool rules, safety procedures, pool plan and terms and conditions of hire.

We look forward to all our customers being able to use the pool again and all we ask is that you enjoy your time at the pool, be respectful and leave the pool as you would wish to find it whilst ensuring that you adhere to the pool rules and safety and emergency procedures and take time to read through this welcome pack.

Happy Swimming!

JoJo and team



Pool rules

- ❖ Please arrive for changing 5- 10 minutes before your session only
- ❖ Do not enter pool side until your booked session is due to start
- ❖ Shower before entering the pool, a hot shower is provided poolside for customers to use before and after their swim
- ❖ No outdoor footwear – poolside or changing rooms
- ❖ No running
- ❖ NO DIVING at any time
- ❖ No food or drink or alcohol
- ❖ No rough play
- ❖ No flippers or snorkels to be used in the pool
- ❖ Children under 16 MUST NOT use pool without adult supervision
- ❖ Non swimmers should be supervised at all times in the water by an adult swimmer.
- ❖ No talcum powders.
- ❖ Swim nappies required for all babies and toddlers who are not potty trained.
- ❖ All rubbish to be taken home
- ❖ Children over 8 years of age are requested to use their own gender changing rooms.



Safety procedures

- **Operating hours – Term Time:**

Monday 9.30am - 8pm

Tuesday 9.30am – 8.30pm

Wednesday 9.30am -8pm

Thursday 9.30am – 8pm

Friday 9.30am – 8pm.

Saturday 8.00am – 5pm.

Sunday 8.00am-5pm

Operating hours – School Holidays (Depending of the Schedule)

Monday 9am – 5pm

Tuesday 9am – 5pm

Wednesday 9am – 5pm

Thursday 9am – 5pm

Friday 9am – 5pm

Saturday 9.30am – 5pm

Sunday 9.30am – 5pm

- **No lifeguard on duty – All swimmers swim or attend the site at their own risk.**

- Children under 16 MUST NOT to use pool without adult supervision
- Non swimmers should be supervised at all times in the water by an adult swimmer.
- Location of pool rescue equipment is: Poolside beneath viewing window.
- Pool rescue equipment instructions located with pool rescue equipment.
- **Emergency phone** is located in room beside pool and clearly sign posted.
- If at any time you have any concerns whilst attending the pool, please call the “on call” number using the emergency phone, or call numbers will be displayed by the emergency phone.

- Please familiarise yourself with the emergency procedures, pool layout plan and Emergency exit routes as noted on the displayed layout plans and contained within this welcome pack.

Location of **First aid equipment**: located in room beside pool and clearly sign posted.

NOTE: A key code will be emailed to you a 24 hours before your hire date. This code is to be used to enter the swimming pool.



FIRE & EMERGENCY PLAN

In event of a fire or emergency Jo Jo's swim school staff must be informed immediately.
Contact : Joanna Clarke – 07793894684. An emergency phone is located poolside.

Property Address

Birch farm – Sliver Hill, Hintlesham, Ipswich. IP8 3NJ

FIRE ACTION POOL AREA

In the event of a fire in the pool area personnel are to carry out the following:

1. Raise the alarm - Shout or whistle to clear the pool calmly.
2. Swimmers, guests and personnel are to make their way to the fire assembly point, as noted on the emergency layout plan, via the emergency exits to the rear of the building, or safe route whichever takes persons away from the source of the fire
3. Call fire **Emergency services dial 999**
4. Register persons located the fire assembly point. Inform Emergency services if person(s) are missing.

FIRE ACTION BIRCH FARM

In the event of a fire elsewhere at Birch farm, carry out the following:

1. Raise the alarm
2. Follow the above procedures using the nearest fire exits point, location of all fire exits are detailed on the pool site plan or the nearest fire exit points at the front of the building if using changing rooms.

Notes –

- A) Do not delay in leaving the building by collecting personal belongings from the changing room or anywhere else within the building during the evacuation.
- B) Proceed and remain at the emergency **assembly point located in the car park area** as noted on the emergency layout plan.
- C) Do not re-enter the building until informed that it is safe. If the control of the emergency is with the Senior Fire Officer then it will be them that will give the clearance to re-enter the building

INCIDENT RESPONSE

In the event of an emergency incident in the pool area, carry out the following:

1. Raise the alarm – shout or whistle to clear the pool calmly
2. Notify emergency services 999 or use the emergency phone.
3. Ensure that the swimmer with the incident is not left unsupervised.
4. If a swimmer has a neck or back injury, leave the swimmer in the pool supported until emergency services arrive. If the swimmer stops breathing, then perform and administer CPR.
5. If first aid is required apply appropriate treatment using the first aid kit located in the staff room

Following an incident –

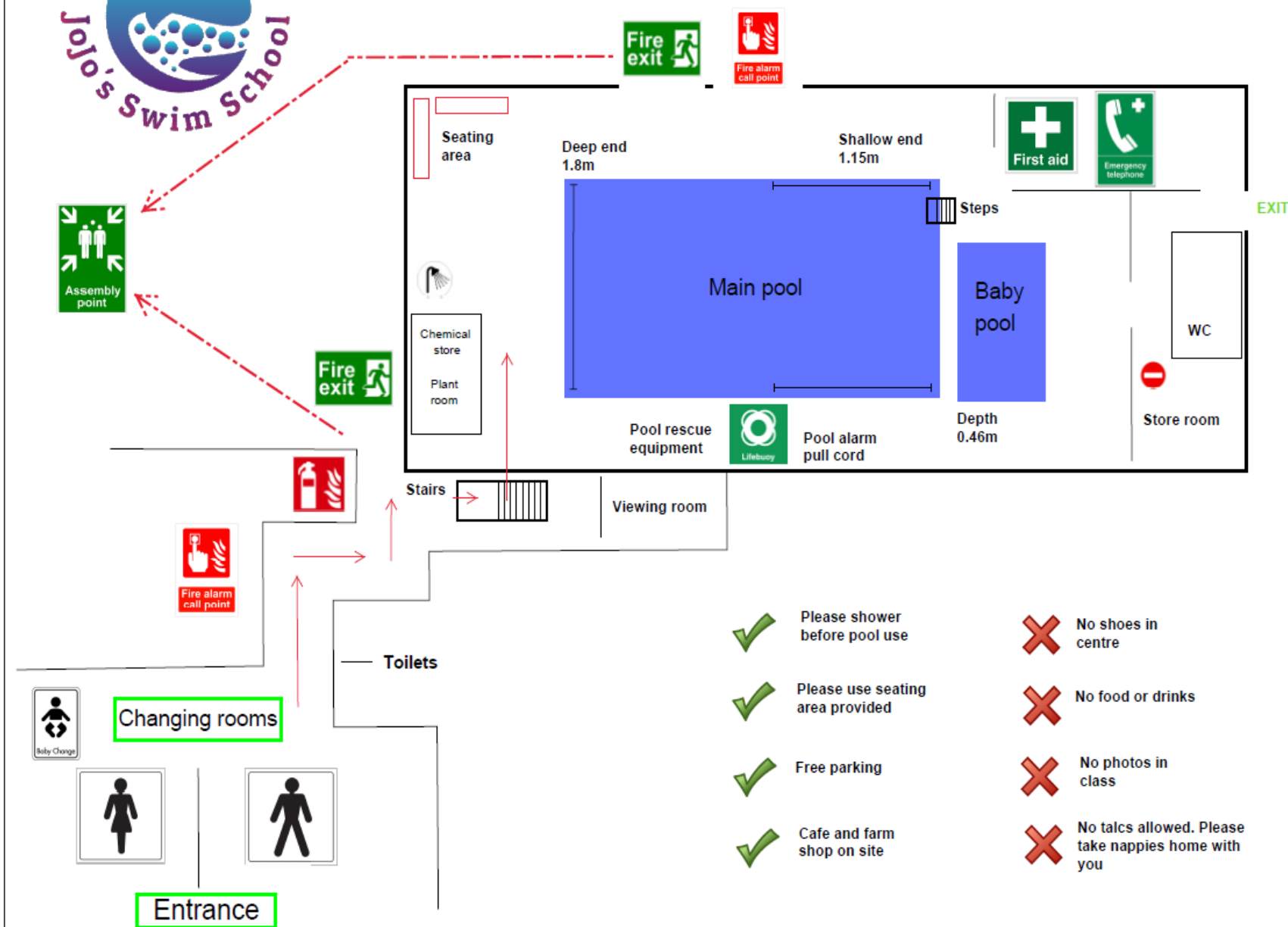
1. Record the incident – fill out the accident book signed by parent/guardian.
2. If it is recommended to seek further medical assistance and it is not necessary to call emergency services, this must be documented and counter signed by the parent or guardian as read and understood.
3. Following the data protection act 1998, the completed accident report must be removed and filed appropriately.
4. The incident must be reported to JoJo's Swim School as soon as possible.
5. Replenish any first aid and rescue equipment

Nearest Hospital with A+E services:

Heath Road, Ipswich. IP4 5PD



Jo Jo's Swim School - Birch farm floor layout and emergency plan





Terms and Conditions of Hire

Welcome to JoJo's Swim School.

We guarantee to provide a safe, quality swimming environment.. It is important for all members and hirers of the swimming pool to understand agree and adhere to our Terms & Conditions and Code of Conduct, detailed here:

1. Acceptance and Enrolment of Terms and Conditions

- 1.1 By booking and the hiring of the swimming pool for a private swim with us, you accept these terms and conditions set out in this document and they will form a binding contract between you and us.
- 1.2 You will ensure that you follow the general swimming pool rules set out at the end of this document and also follow any rules that are set out by the individual swimming facility.
- 1.3 We reserve the right to vary/amend these terms and conditions at any time upon reasonable notice.

2. Bookings

- 2.1 Bookings may be made by email or telephone, and shall operate on a first come first served basis. Our private hire swimming sessions are in demand, so we are unable to hold any spaces past the end of the date for payment requested in your booking confirmation email.
- 2.2 All swimming sessions are for a 1 hour period and will start promptly at the stated time on your booking confirmation. If you arrive late to the pool, the session will not be extended and will end at the agreed time.
- 2.4 Full payment is required prior to attending any session booked.. A place cannot be guaranteed if payment is not received during the designated time frame, which is set out on your booking confirmation. .
- 2.5 We shall try to accommodate any request to change your day or time, however this shall be at our discretion and we shall not be obliged to provide any credit or refund if an alternative session is unavailable.
- 2.6 Your booking includes 1 hour of exclusive use of the pool. To provide the full hour of swimming time, the changing facilities are shared with customers from the adjoining sessions. You may therefore briefly share the changing rooms during the 15 minute changeover period.

3. Payment

- 3.1 Payments can be made via bank transfer.
- 3.2 If paying by bank transfer, please use your name and date of booking as a reference so it is easily traceable.

4. Medical

- 4.1 Medical conditions must be disclosed to JoJo's Swim School regarding the health of you, your child or those that you have placed into swimming lessons with us. All information received is treated in confidence and with sensitivity.
- 4.2 If you are unable to attend a session because of an illness, you must inform us before the session, we will not provide a refund for this session however you may be eligible to book another day or time subject to availability.
- 4.3 Following on from a sickness bug, we request that you and all parties to attend the booking are clear of symptoms for at least 48 hours before attending the booked session.
- 4.4 It is your responsibility to ensure that you or your children or any other parties attending the session are medically safe to swim. We shall not be liable for any accidents or injuries that arise from swimming with us that relates to a swimmers individual medical conditions.
- 4.5 If a swimmer has broken a limb, required an operation or has been given a medical reason as to why they cannot attend the booked sessions, then a refund for the session missed will be considered. .This is subject to a doctor's note being received and sent to us. Only the remaining bookings will be refunded. Booked sessions cannot be backdated for missed sessions. Balances can also be carried over to a future booking if you require. However, any refund that has been requested will be given only at the discretion of JoJo's Swim School.

5. Cancellation and Refunds

- 5.1 If you book a private swim session with JoJo's Swim School and pay the full amount and then change your mind about the session booked, you will be entitled to a refund if you cancel with us within 7 days of sending us payment minus a £5 administration fee. If advised less than 7 days before, we will refund 50% of the fees paid. All refunds that have been accepted and issued will reach your bank account within 30 days of acceptance.
- 5.2 Booked sessions that you do not attend will not be refunded by JoJo's Swim School; however you may be eligible to reschedule the booking if there is space on a different day.
- 5.3 Any cancellations due to power cuts, adverse weather conditions, disasters, terrorism, war and pandemic will not be refunded as these are out of our control. We will do our best to find you an alternative session.
- 5.4 Money credits will only be issued in the event of 3 or more credits on your account or a medical condition. Please refer to section 4.5. Any less than 3 credits will be issued via credit note, which can only be used to the person named on the original booking. It will only be valid for 1 year from the date of issue. If you decide not to reschedule the booking a refund can be agreed at the discretion of JoJo's Swim School. Any credit note issued for swim session bookings can only be used against a future session booking and not against any other services provided by JoJo's Swim School.
- 5.5 If you request a refund during a time of war, terrorism and pandemic we will not offer a refund as the swim school will also be closed and we will offer a credit note to which you will be able to use at another time which is convenient for you.
- 5.6 If for any reason you cannot make a booked session we will try our best to accommodate a alternative date and time for the booking for you however these cannot be guaranteed. If we cancel a booked session due to a fault on our part that is within our control or on the pools part, such as a pool plant failure, water heating, chemical or quality problems, we will give a credit for your booked session which can be used against a future booking..
- 5.7 If you decide not to attend a booked session or any future sessions no refunds will be issued,

6. Photography and video footage

- 6.1 Please note, due to child protection regulations photography and video filming is not permitted when there are adults or children in the swimming pool other than your own.
- 6.2 All Swim JoJo's School photography, logos and illustrations are the copyright of JoJo's Swim School. Any reproduction of any of the above without a written agreement will be regarded as being in breach of our copyright and dealt with accordingly.

8. Limitations of liability

- 8.1 Whilst every reasonable precaution is taken by us to ensure security and safety at our swimming session, we shall not in any way be held liable for any loss or damage arising in any way from our swimming sessions or the swimming pool we use. However, nothing in these terms and

conditions shall limit the liability of any person for deaths or personal injury caused by negligence. All swimmers and spectators swimming and attending the pool site do so at their own risk and are made aware that these are not lifeguarded sessions. On call numbers are provided and viable poolside and at pool hall entrance and also located near the first aid station and emergency telephone.

8.2 Any claim against us arising from attendance at one of our swimming sessions must be notified to us in writing within 3 months from the day of the relevant swimming session and we shall not be liable for any claim that is notified to us after this time.

8.3 In any event, we shall not be liable to you; for any purely economic loss, for consequential or indirect losses or for any loss of profit or opportunity; (where the claim is insured) for any loss which we are unable to recover from any insurer; unable to recover from that third party; and for any loss, which is greater than the fee paid by you for the relevant booked swimming session.

8.4 In the event that you or your child/children or another member of your swimming group within attendance at the booked swimming session causes harm, damage, loss or injury to any other person or property during the session, you agree to indemnify us and reimburse us for all claims, losses, damages, expenses (including legal fees), and any other liability suffered by us as a result of such harm, damage, loss or injury caused by you or any other persons attending your booked swimming session.

8.5 We shall not be liable for any loss or theft of your personal possessions and all property left at the property (including without limitation in the changing rooms and in the car park) is done so at your own risk.

9 Data protection

9.1 All personal data given to JoJo's Swim School as a result of booking a private swimming session will not be passed on to any third party and will be kept secure and confidential in the swim school office.

10. Parking

10.1 Our swimming pool is on private property and therefore you must supervise all members of your group attending the booked swimming session, including any spectators inside and outside of the swimming pool facility.

10.2 Please respect the properties you are around and ensure that you park in allocated parking spaces and not on any grassland (unless otherwise instructed).

10.3 We are not liable for any damage caused to your vehicle whilst at the facility.

11. Lost property

11.1 JoJo's Swim School take no responsibility for any damage or missing items or property left on the premises including the swimming pool grounds and car park area.

12. Responsibility

12.1 All users of the swimming pool should familiarise themselves with the specific pool rules. Parents and guardians are responsible for their children/child at all times whilst on the swimming pool premises and within any external areas associated with JoJo's Swim School. Children should not be left unattended at any time whilst on the premises.

12.2 Inside of the swimming pool, the floor and other surfaces may be slippery and therefore you should take necessary precautions to ensure yours and all parties of your attending group for the booked session safety at all times. Any accidents/incidents occurring on the swimming pool premises should immediately be reported so an accident report form can be filled out and filed. As a result of injury JoJo's Swim School shall not be held liable if any personal injury or fatality occurs.

13. Emergency procedures

13.1 In the event of an accident or emergency the emergency phone can be found in the room next to the pool and is clearly signposted. This phone can be used to contact a member of JoJo's Swim School staff and the dedicated person on call for the day of your booking as well as direct to 999.

13.2 In the event of damage or a facility not working ie, Lighting please use emergency phone to contact a member of JoJo's Swim school on call for the day of your booking.

13.3 All emergency procedures are detailed with a layout of the pool and associated areas at the entrance of the changing rooms, within the changing rooms and poolside and will be included within your welcome pack when booking.

Please note, JoJo's Swim School reserve the right to update or change these terms and conditions at anytime. However, you will be given notice of these changes as and when this happens.

Swimming pool code of conduct

Swimmers should not eat for at least 1 hour prior to swimming.

Food and drink are not permitted in the pool area or changing rooms.

Children over 8 years of age are requested to use their own gender changing rooms.

No outdoor shoes are to be worn within any of the swimming pool areas, including the changing rooms.

Swim nappies are to be worn by children who are not potty trained.

Please arrive for your booked swimming session on time.

As a general rule of thumb, do not enter the pool area until the start time of your booked session.

Only enter the pool (water) at the agreed time of your booked session.

NO DIVING is allowed at any time.

The following action is seen as disorderly behaviour; running, diving, ducking, fighting, bombing, shouting and throwing items.

Use of any swimming equipment owned by JoJo's Swim School is strictly prohibited.

You are welcome to bring your own swimming aids, flotation supports or inflatable toys, however any use of such equipment is at the user's own risk and JoJo's Swim School cannot be held responsible for any accident or injury caused in the use or misuse of such equipment.

Snorkel masks and flippers are not allowed to be used in the pool.

Swimming goggles, including those with ophthalmic prescription lenses, may be worn at the wearer's own risk.

To avoid injury, the wearing of spectacles in the water by a swimmer during a session is not recommended. Care of spectacles is the responsibility of the parent/guardian or the wearer.

Jewellery can be a hazard and should not be worn during swimming, including earrings.

Appropriate swimwear should be worn at all times in the swimming pool and communal changing areas.

Please be aware that there is no lifeguard on duty during booked swimming sessions. Access to an emergency phone is shown on the safety procedures and clearly marked within the pool areas.

Spectators – All spectators should remain in the designated areas poolside or within the viewing room during the booked session and are responsible for the actions and activity of anyone within their charge whilst on the swimming pool premises. JoJo's Swim School will take no responsibility or be held accountable.

All rubbish should be taken home.

Please leave the poolside and all associated areas to JoJo's Swim School as you would wish to find it.

JoJo's Swim School staff may be in and around pool and associated areas during the session to carry out duties as required.

