



TERMS AND CONDITIONS – POOL & SPA

IN THESE TERMS AND CONDITIONS “YOU” OR “YOUR” MEANS THE PERSON NAMED IN THE CONFIRMATION INVOICE.

“WE” OR “US” MEANS RIBBLE VALLEY HOLIDAY HOMES LIMITED.

PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE MAKING YOUR BOOKING.

YOUR CONTRACT WITH US WILL BEGIN UPON PAYMENT OF YOUR BOOKING

YOUR CONTRACT WITH US WILL BE ON THE TERMS SET OUT IN THESE TERMS AND CONDITIONS.

1.0 Your Booking

All bookings are formally confirmed when we have received the total amount payable for the service. Any provisional bookings will be cancelled if payment is not made. Any individual under the age of 16 must be supervised by an adult and is not eligible for a treatment.

- 1.1 At the point of booking you must be over the age of 18 and provide your full name, residential address and email address.
- 1.2 Your session time is outlined at the point of booking. You must vacate the spa and changing facilities by the end of your allocated session time. You are welcome to relax in other areas of the venue, within usual opening hours. If a guest or group remains in the spa beyond their scheduled finish time, a late departure fee may be applied, calculated based on the additional time occupied and any staffing required to remain on-site. Repeated late departures may result in future booking restrictions.
- 1.3 Should you or any member of your party have a serious medical condition, we request that you seek advice from your GP whether you are suitable for the service prior to booking.

2.0 Changes to Your Booking

- 2.1 Please provide us with 48 hours' notice if you are unable to make your booking, and we will be happy to reschedule once free of charge. Any subsequent changes will incur an administration fee. If notice is given later than 48 hours, we will retain the full amount you paid upon booking.
- 2.2 Late arrival to your service will be deducted from the advertised duration of the service. Late arrivals (more than 15 minutes) may be treated as a 'no show.'
- 2.3 If a guest does not arrive for their appointment and has not cancelled or rescheduled in accordance with our cancellation policy, 100% of the session/treatment cost will be charged and the booking will be marked as a no-show.
- 2.4 We do not expect to have to make changes to your booking, however sometimes problems occur, and bookings have to be changed or cancelled. We will only change or cancel your booking if necessary to perform or complete essential works for your health and safety or for other reasons unforeseen at the time you made your booking which are beyond our reasonable control.
- 2.5 If we do need to change or cancel your booking, we will do our best to offer you a reasonable alternative booking. If we are not able to offer you a reasonable alternative, we will refund you the total amount you have paid us for the booking.

3.0 Pool and Spa Area Rules and Conditions of Use

- 3.1 You, as the person making the booking (lead booker) is responsible for all members of your party.
- 3.2 You as the lead booker will take responsibility to ensure that you and all members of your party:
 - 3.2.1 act in accordance with the pool safety operating procedure, this can be enacted by following the pool, steam room, sauna and lounge rules displayed in the pool area and included here below - a full copy of the Pool Safety Operation Procedure is available on request;
 - 3.2.2 look after your own health and safety as well as those in your party;
 - 3.2.3 do not interfere with anything that has been put in place to for your safety;
 - 3.2.4 cooperate with the pool manager in all matters related to health and safety and most especially in the case of an emergency; and
 - 3.2.5 report any health and safety concerns, equipment failures, accidents or near misses to the pool manager.
- 3.3 Arrival into the pool area will be permitted at the start of your booking session and all members of your party must have vacated all of the pool area (including changing areas) by the end of your booking.
- 3.4 Late departure from the pool area (including changing area) will be chargeable.
- 3.5 Should you or any member of your party be in breach of these rules, we reserve the right to terminate the booking immediately without any refund or compensation. If it is only considered a minor breach, a warning may be issued first before terminating the booking if the breach occurs again.

3.6 General Rules for the Pool, Spa and Changing Areas

- 3.6.1 Should you or any member of your party have a medical condition we request that you seek advice from your GP whether you are suitable to use our facilities/treatments prior to booking. Use of the pool area and its facilities is done so at your own risk.
- 3.6.2 Be aware that CCTV is in operation in the pool area corridor and overlooking the pool itself which the pool manager has access to for health and safety monitoring purposes.
- 3.6.3 We reserve the right to enter the pool area at any time to perform essential safety checks.
- 3.6.4 The maximum occupancy for the pool area is 20 individuals and the minimum occupancy is 2 adults over the age of 16.
- 3.6.5 Any individual under the age of 16 must be supervised by an adult and the following more specific ratios of supervising adult to child are as follows:
 - Under 5s and non-swimmers 1:1;
 - 5-12 years 1:2; and
 - 12+ years 1:3.
- 3.6.6 Remove all outdoor shoes upon entry into the pool area, this is to maintain the water quality in the pool area.
- 3.6.7 Do not wear footwear in the pool area. If this is not possible, wear clean indoor shoes with sufficient tread.

- 3.6.8 No running.
- 3.6.9 Be aware that any wet floor is slippery and exercise caution.
- 3.6.10 Do not bring inflatables, balls or other play equipment.
- 3.6.11 No eating/drinks in the pool area save for the potable water provided.
- 3.6.12 Stay hydrated, potable water is provided in the relaxation area.
- 3.6.13 Shower before using any of the facilities in the pool area.
- 3.6.14 If you have had diarrhoea in the past two weeks, do not attend.
- 3.6.15 If you start to feel unwell, please leave the pool area and seek appropriate assistance.
- 3.6.16 Appropriate swimwear must be worn at all times.
- 3.6.17 If you discover that anything is missing or damaged on arrival at the pool area you must notify the pool manager immediately. If you do not notify us, we will assume that you caused the relevant damage or loss.
- 3.6.18 You will be responsible for the cost of any accidental damage you or your party cause to the pool area or its contents in excess of the good housekeeping bond we hold.

3.7 Pool and Whirlpool

- 3.7.1 No diving or jumping in as the pool is only 1.3m deep, please use the stairs.
- 3.7.2 Handrails are not available, therefore, please proceed with caution when entering and exiting the pool facilities. If you encounter difficulty balancing, kindly seek assistance from a member of your party.
- 3.7.3 The pool area operates predominantly as a private hire swimming pool and does offer a controlled number of mixed holiday property swimming sessions to guests of Ribble Valley Holiday Homes and **does not provide lifeguards.**
- 3.7.4 Do not allow entry of individuals under the age of 16 into the Whirlpool.

3.8 Steam Room

- 3.8.1 Steam operates on an 'on demand' function which activates the steam room for 30 minutes. The on demand button is external to the steam room.
- 3.8.2 The maximum duration of use is 15 minutes. Press the on demand button such that it illuminates, wait for 15 minutes before enjoying a 15 maximum minute bathing session.
- 3.8.3 Do not place anything directly above the steam outlet.
- 3.8.4 Do not exceed a maximum occupancy of 6 adults over the age of 16.
- 3.8.5 Do not allow entry of individuals under the age of 16 into the steam room.

3.9 Sauna

- 3.9.1 The maximum duration of use is 15 minutes.
- 3.9.2 The sauna heater is extremely hot, do not place anything directly above the sauna heater or sit too close.
- 3.9.3 Do not exceed a maximum occupancy of 6 adults over the age of 16.
- 3.9.4 Do not allow entry of individuals under the age of 16 into the steam room.

3.10 Lounger Area

- 3.10.1 Four rocking loungers are provided, please ensure that nothing is under the rocking rails before sitting on the lounge.
- 3.10.2 When sitting, place your weight towards the foot of the lounge, careful not to tip the lounge backwards.

4.0 In Case of Emergency

- 4.1 We reserve the right to terminate your booking at any point in the event of an emergency. If the emergency occurs during your booking the party will be asked to leave the pool area and will not be issued a refund.
- 4.2 If the water clarity deteriorates during a session or biological matter (e.g. faecal, vomit or blood) enters the pool, clear the pool area and contact the pool manager.
- 4.3 A charge will be payable by you in the event of biological matter such as faecal, vomit or blood entering the pool.
- 4.4 Outbreak of Fire:
 - 4.4.1 Leave via the nearest exit and assemble in the carpark.
 - 4.4.2 Call 999 if someone has not already done so.
 - 4.4.3 If it is safe to do so, check the changing rooms, toilets and showers to ensure nobody is left in the building.
 - 4.4.4 Do not re-enter the building (or allow anyone else in your group to do so) until the fire brigade gives the 'all clear'.
- 4.5 In the event of discovering a fire, shout "FIRE FIRE FIRE", activate the pool alarm and break glass fire alarm if safe to do so and then follow the procedure (Section 4.4).
- 4.6 In the event of mains failure, the emergency lighting will automatically come on. Change and vacate the pool area.
- 4.7 In the event of serious injury to a bather or discovery of a casualty in the water:
 - 4.7.1 Exit the pool.
 - 4.7.2 If possible, lifesaving should be carried out from the poolside using the equipment supplied (reach pole, throw bag and life buoy).
 - 4.7.3 If appropriate call 999.