



Ivy House Hydro-Pool User Agreement

Please read all the below. It is important that you agree to the terms and conditions set out for using our Hydro-Pool.

1. Hydro Swim & Family Swim sessions will be 30 minutes in duration and a maximum of 15 minutes to change either side.
2. All under 8s must be accompanied at all times by a responsible adult, aged 18 years or over.
3. Ivy House Pool reserves the right to cancel any swimming sessions at short notice, but your session will either be refunded or rescheduled.
4. All sessions need to be booked and paid for through ParentPay in advance
5. The maximum weight recommended for physically moving or handling a child / small adult is 25kg (4 Stone) for men and 16kg (2.5 Stone) for women. If your child /client is not weight bearing and is above the weight shown above then they MUST NOT be carried on to poolside or in to the pool. The pool staff will get them into the pool by an alternative mechanical method, e.g. Chair hoist or sling and ceiling hoist. N:B If your child or client needs hoisting then they you will need to provide their own dry sling to transfer them to the changing bed. Please ensure you book the hoist in the booking form if it is required.
6. Due to a high demand for swimming sessions, we have a 24-hour cancellation policy. If you need to cancel your session, then we require 24 hours' notice, otherwise you may be charged for your session or we can offer to reschedule if due to an emergency/unforeseen event/personal circumstances.
7. If you are on antibiotics for an infection then you will be unable to swim during the course and for one week after you finish taking them.
8. If you have had diarrhoea / vomiting then you will be unable to swim for one week after.
9. Anyone that is incontinent will need to purchase specialist swimwear before starting their swimming session. (www.fledglings.org.uk)
10. Cotton socks or pool shoes and t-shirts must be worn in the pool by everyone.
11. In the event of an emergency, the Pool Staff will assume responsibility for the situation (emergency). Parents will assume responsibility for their child and follow instructions given.
12. In the case of a member of your party soiling (vomit or faeces) in the water, a service cleaning charge of **£100** may be requested as this means our pool will be out of action whilst the cleaning occurs.

Please note: The poolside is a very warm environment so we advise bringing a drink in a plastic bottle to leave on the side.

User Signature (Please print and sign name): _____

Date: _____