



Ivy House Hydro-Pool User Agreement

Please read the following carefully. By using the Hydro Pool, you confirm that you understand and agree to the terms and conditions outlined below:

1. Hydro Swim and Family Swim sessions are 30 minutes in duration, with a maximum of 15 minutes allocated for changing before and after each session.
2. Any responsible adult supporting clients in the pool must be able to swim. We also reserve the right to ask anyone to demonstrate their swimming ability.
3. Children under the age of 8 must be accompanied at all times by a responsible adult aged 18 years or over.
4. Ivy House Pool reserves the right to cancel any swimming session at short notice. In such cases, sessions will be either refunded or rescheduled.
5. All payments must be made by card at the start of the session.
6. The maximum recommended weight for physically moving or handling a child or small adult is 25 kg (4 stone) for men and 16 kg (2.5 stone) for women. If a child or client is non-weight bearing and exceeds these limits, they must not be manually lifted onto poolside or into the pool. Pool staff will facilitate access using appropriate mechanical equipment (e.g. chair or ceiling hoist, sling).
Please note: If a hoist is required, you must provide a suitable dry sling for transferring to the changing bed. Please ensure the hoist is requested at the time of booking.
7. Due to high demand, a 24-hour cancellation policy applies. Cancellations made with less than 24 hours' notice may be charged.

Where possible, sessions may be rescheduled in cases of emergency or unforeseen circumstances.

8. Individuals taking antibiotics for an infection are not permitted to swim during the course of treatment and for one week after completing it.
9. Individuals who have experienced diarrhoea or vomiting must refrain from swimming for at least one week after symptoms have ceased.
10. Anyone who is incontinent must wear appropriate specialist swimwear prior to entering the pool (available at www.fledglings.org.uk).
11. All pool users must wear cotton socks or pool shoes and a t-shirt while in the pool.
12. In the event of an emergency, pool staff will take overall control. Parents or guardians remain responsible for their child and must follow all instructions given.
13. If a member of your party soils the pool (vomit or faeces), a **£100** cleaning charge may be applied, as the pool will need to be temporarily closed for sanitation.

Please note: The poolside environment is very warm. We recommend bringing a drink in a plastic bottle to keep poolside.