

Admissions Policy

General Admission

- All activities must be paid for in advance. All bookings are non-refundable and non-transferable.
- Entry to our facilities is controlled by reception. All customers will be allowed into the facilities and changing rooms in sufficient time to be ready for the start of your booked activity.
- You must be ready to take part in the activity you have booked at the designated start time. If you are late you may forfeit your booking and may be refused entry into our facilities.
- No dogs are allowed inside our facilities apart from guide, hearing and assistance dogs which are welcome.
- All customers with children will be checked against the supervision requirements at reception before being allowed admission.
- We may prevent you from entering KAL facilities or ask you to leave if we believe you are under the influence of alcohol, tranquillizers, narcotics, or any medication/substance which may affect your ability to exercise safely; no refund would be issued in these circumstances.
- Do not enter the pool until a lifeguard is present on poolside.

Child Supervision

- All children under the age of eight should always be accompanied in the centre (including changing areas) by a parent. For the purposes of this document, the term 'parent' also includes guardians and other responsible adults in relation to their obligations for the safe supervision of children in swimming pools. A responsible adult, for the purpose of this guidance, is defined as someone over the age of sixteen or younger if the person is the biological parent of the child or children.
- For unprogrammed pool sessions, the parent must be in the water with children under eight they are accompanying to maintain constant supervision. Parents must keep non-swimmers close to them in the pool and be able to provide assistance to them where required. Parents who are supervising children must themselves determine that they have the required competencies to undertake this task.
- A parent of either gender accompanying children under the age of eight to a pool should be allowed to take those children into the changing room allocated to the parent's gender, irrespective of the gender of the children under eight.
- Unless the pool/pool session is designated as a safe area (see 3.) then the maximum parent to child under 8 years old ratio permissible in our pools is 1:2
- Parent to child ratios for children under 8 years old -

1:2 for children under 8 years



1:3 for children under 8 years in a designated safe area



- Children aged 8 years and above can swim unaccompanied

Safe Areas

KAL have identified two types of designated safe areas;

- A designated safe area is an area where there is still an inherent danger of drowning, but it is reduced by the design of the area. It may be a shallow water pool, a teaching pool, a traditional pool with a clearly segregated designated safe area. The non-swimmer area is defined as equal to or less than 1.35 metres in water depth with no abrupt changes in depths or floor gradients.
- KAL have identified two types of designated safe areas; Designated Safe Pools and Designated Safe Sessions.
- A designated safe pool is any shallow pool under 1.35 metres water depth. KAL's designated shallow pools are therefore -
 - HLC Splash Park
 - DSC small pool
 - BSTC small pool
- A designated safe session is a pool that has a moveable floor and lowers to a water depth not deeper than 1.35 metres, or any 'boomed' session to a depth that is not deeper than 1.35 metres.

Flotation Devices

- Only approved flotation devices compliant with BSN 13138 parts 1-3, "Buoyant Aids for Swimming Instruction", as confirmed by the CEN mark. Buoyancy aids accepted under this policy are arm bands/discs or float suits.
- All non-swimmers are encouraged to wear a buoyancy aid.
- Neck rings are not permitted in any of our pools.

Keep me close

- If a pool or pool session is assessed to present a greater challenge to parental supervision of a non-swimming under 8 year old, then the additional control measure of a "keep me close" band may be introduced to help lifeguards identify these non-swimmers.
- Keep me close bands will be issued at reception to all Customers with under 8 year olds who are non-swimmers. Parents are requested to keep non-swimmers close to them and ensure that they wear the band at all times while in the pool.