

Management Rules

“The Company”	means Live Active Leisure.
“The Premises”	means the building and grounds in which this notice is displayed.
“Adult”	means for the purpose of clauses 8, 9 and 21 a responsible person is of 16 years and over, but otherwise is anyone aged between 19 and 64 years inclusive.
“The Manager”	means in relation to any Facilities Manager, Duty Leisure Manager or employee acting with the express authority of the Facilities Manager.

General

- All activities and venues are subject to availability and these Rules & Conditions of Use.
- By purchasing admission a customer agrees to accept these Rules & Conditions of Use.
- The Company reserves the right to refuse admission to, or request to leave from the Premises any person.
- The Company reserves the right to cancel, suspend, withdraw or amend any activity or venue. All venues will be subject to periods of closure for emergency or planned maintenance. Refunds of fees paid in advance will only be considered if such closure extends beyond a period of two weeks and no reasonable alternative is available locally.
- Customers are only permitted access to those areas of the premises for which admission has been purchased.
- Admission is purchased for a given time and customers may not use any venue or service for longer than the period for which admission has been purchased. The Company may extend or reduce such periods of use at their discretion.
- “Casual” bookings will be limited to a maximum of two sessions per day in any one venue. (one session = one hour or equivalent). At periods of high demand this may be reduced to one session per day.
- For groups of 5 children or more aged 8 years to 15 years, it is a recommendation that the following child to Adult ratios are adopted by the group organisers:
 - For children aged 8 years – 11 years, a ratio of 1 adult to 5 children
 - For children aged 12 years – 15 years, a ratio of 1 adult to 15 children and that, regardless of the size of the group, a minimum of 2 adults must be present in the activity area at all times.
- Spectators under the age of 16 years will only be admitted if accompanied by an adult or at the discretion of the Manager.
- Charges are “age specific”. A junior will change to Adult rates on their 16th birthday and an Adult will change to Senior when they reach 65 years of age.
- Concessionary rates apply to adults, seniors and children in receipt of: Income Support, Jobseekers Allowance, Carers Allowance, Bereavement Allowance, Full Time Students, Long Term Incapacity Benefit, Council Tax/Housing Benefit, Working Tax Credit, Maternity Allowance, Adoption Allowance, Pension Credit, War Disablement Pension and Employment, Support Allowance and those on a Work Based Training Programme.
- No animals, other than guide dogs, will be admitted to the Premises without the express permission of the Manager.
- Anyone using offensive language, interfering with any other person or conducting themselves in a disorderly or inappropriate manner will be refused entry or requested to leave the Premises and the appropriate authorities may be notified.
- Anyone who is deemed a risk to themselves or others due to the consumption of alcohol, drugs or illegal substance will be refused entry or requested to leave the Premises.
- All participants must wear suitable attire for the activity in which they intend to participate.
- Anyone wilfully causing damage to any property belonging to the Company will be liable to meet the cost of repair or replacement of the property and may face legal action.
- The Company does not accept any responsibility for any loss, injury or damage sustained by anyone (or to the property from anyone) using or visiting the Premises.
- The Company operates a strict No Smoking Policy at all premises, the use of electronic smoking devices are not permitted.
- No-one shall introduce or consume any alcoholic liquor within the Premises or grounds out with any designated licensed areas.
- Only foodstuffs and refreshments purchased on site may be consumed on the Premises except where special arrangements or dietary request have been agreed with the Manager. Such items purchased on site may only be consumed in the designated areas.
- Any person infected with a contagious disease will not be permitted to use the leisure facilities.
- All users must park their vehicles within a designated parking bay. Parking bays designated for disabled persons may only be used by persons displaying a valid parking permit for this purpose.
- Vehicles are parked at the risk of the user. The Company shall not be liable for any loss of or damage to a vehicle or its contents whilst parked or driven in a Leisure Venue car park, unless and to the extent that any such loss is caused directly by the negligence of the Company.
- Found property should be handed to reception staff at the Leisure Venue.
- No photographic equipment or any other form of visual or sound recording equipment may be used at any Leisure Venue without the prior consent of the Facilities Manager or other Authorised officer.
- Mobile phones should only be used in main reception area, circulation areas, and cafeterias or outside the Leisure Venue.
- Posters, flyers or other such material may not be displayed without permission from the Facilities Manager or other Authorised Officer.
- Private Personal Trainers/ Coaches are not permitted to promote or deliver their services at any Live Active Leisure venues without prior permission of the Manager.

Swimming Pools

- Admission for all children under 8 years old to unprogrammed public swimming sessions is allowed under the following conditions: All children under 8 years of age must at all times be accompanied by and under the constant care and close supervision of a responsible adult, of at least 16 years old. Admission is permitted under the following ratios and conditions:
 - Children aged 4 years - 7 years: must wear a high visibility wrist band whilst in the pool/ changing area. (This includes those who have achieved the Pool Swimming Standard Award)
 - Children under 4 years: One Adult : One child with or without armbands OR one adult to two children with armbands.
 - Children aged between 4 years - 7 years: One adult to two children with or without armbands.
 - Mixed Ages: One adult to one child under 4 years and one child aged 4 - 7 years old, if the child under 4 years is wearing armbands.
 - If a child has completed the Swimming Standard Award*, the adult is permitted to take one extra child in addition to the ratios stated above, it is still expected that the responsible adult maintains supervision of all children in their care regardless of whether they have completed the Swimming Standard Award *check venue for availability of awards scheme.
- For the safety of bathers, face masks, snorkels and fins cannot be used during informal public sessions.
- In the interest of hygiene, bathers must use the showers before entering the pools.
- No one shall enter any pool unless it is supervised by a member of staff.
- Bathers in swimsuits must not frequent any designated ‘dry’ area and spectators must not frequent ‘wet’ or poolside areas.
- Bathers making use of special water features will follow any specific instructions related to the features, either written or verbal, for their safe enjoyment of such venues.