

Northfield Retreat Terms and Conditions.

OWNER Name	Mrs. Heidi Wellington-Bruce
OWNER Address	Northfield, The Row, Wereham, King's Lynn, Norfolk, PE33 9AY
OWNER Contact details	Phone: 07964 731798 or Email: info@northfieldretreat.co.uk

HIRER: This is taken to be the person named and detailed on the booking form.

USER: All persons that attend each booking, responsible for by the HIRER.

Please read the following and indicate that you have read, understood and agree to our terms and conditions.

It is the responsibility of the HIRER to read the following document carefully.

Hire of Northfield Retreat Pool and any associated areas is based upon accepting the following conditions and complying with these conditions.

Northfield Retreat Pool and Sauna is UNSUPERVISED and is hired on the basis that the responsibility is upon the HIRER to ensure that they, and any USER, are informed of the risks of using the pool and sauna, and that they adhere to all usage requests set by the OWNER.

No HIRER or USER may enter Northfield Retreat, or gain access to, unless they have permission from the OWNER

Northfield Retreat's OWNER implements and documents the following procedures and checks for your safety:

- Water temperature for the pool should not exceed 32°C or be lower than 29°C, this is checked daily.
- Depending on swimmer load, the water quality readings are checked at least daily and recorded.
- An independent pool specialist visits on a regular basis to offer support and check the water chemistry.
- Should the optimum levels not be met then the pool may be closed until the situation has been rectified.
- Occasionally it may be necessary to close the pool and, or sauna for unplanned maintenance. If this occurs the OWNER will notify all HIRERS affected as soon as possible, and allow them to reschedule (or issue a refund where rescheduling is not possible).
- Pool risk assessments are in place and regularly reviewed.
- For safety reasons, the sauna will be controlled by the OWNER via an app to ensure user safety and will be inspected daily.
- In the event that an evacuation is necessary, the exit is clearly marked and emergency lighting is installed. All windows also open fully, and allow safe escape at ground level should the doorway become blocked.
- For security and safety purposes, CCTV is in operation around the whole Northfield Retreat premises, including within the pool room, but not the changing room or porch area.

Safety information:

- Water carries inherent risks, and all safety measures should be treated seriously and must be complied with.
- A lifeguard is not present, and neither is the OWNER available at all times, so the HIRER needs to be able to be prepared for any emergency situation, and act accordingly.
- Appropriate lifesaving, firefighting and first aid equipment is provided by, and maintained by the OWNER.
- Please ensure at least 1 member of the group has a mobile phone available at all times. In the event of a medical emergency please contact 999 and liaise with emergency services. Address & What3Words location are in the porch.
- The OWNER should be notified as soon as possible of any accidents/illnesses that occur on the premises.
- A first aid box and accident book are clearly signed and located outside the changing room. Should you use this, please email the OWNER with details of the accident and what has been used.
- It is the responsibility of the HIRER to ensure they are physically capable to follow all hiring requirements, and operate all safety equipment. If you will have difficulty in safely carrying out anything required, please talk to the OWNER who will work with you to adapt to your needs where possible.
- Whilst we wouldn't wish to discriminate against any individual, the pool fixtures and fittings were designed for standard domestic use only. Therefore, to prevent any breakages or injuries, a maximum USER weight limit of 130kg should be adhered to. Failure to comply could result in personal injury and/or recovery of ALL costs incurred to replace breakages and for any business interruption.

Who can use the pool:

- An able-bodied adult who is able to swim, should be present **at all times**.
- Lone adult swimmers are permitted, but no lone swimming under 18 years of age is permitted at any time.
- Pool capacity is 1 – 4 people for serious swimming, and up to 12 for leisure/teaching/aqua aerobic type sessions.
- All children under 12, non-swimmers of all ages and vulnerable adults must be supervised **at all times**. It is recommended that any person who is unable to swim should be provided with an appropriate flotation device that complies with EN BS 13138 (supplied by the HIRER, not the OWNER).
- A ratio of: 1 Adult swimmer to 2 children aged 4 years old or younger.
1 Adult swimmer to 3 children between 4 and 12 years old.

Who can use the sauna:

- The Sauna is suitable for use by 1 – 2 Adults at any one time.
- Maximum individual user weight = 130kg. Maximum combined user weight = 200kg
- It is recommended that a sauna session last no longer than 15 – 20 minutes, followed by a cool down period of at least 10 minutes.
- Children under 16yrs, pregnant women, elderly or persons suffering from heart disease, respiratory conditions, diabetes, high or low blood pressure should not use the sauna.
- If you have any medical condition that causes you to question how safe the sauna is for you, please seek advice from a medical professional first.
- There are full Sauna Guidelines posted in the Sauna, which must be adhered to for User safety.
- The HIRER will receive these guidelines by email prior to attending their session, and it is their responsibility to ensure that all USERS are aware of best safe practice.

Pool area and access guidance:

- On arrival to Northfield Retreat you will find security gates with an intercom that needs pressing to gain access. The OWNER will open the gates so that you are able to enter and park in one of the marked bays (If there is no response, please call 07964 731798 or 07940 160632). Cars are parked at your own risk.
- The OWNER will greet you and show you around, plus go through all usage procedures on your first visit. If you have any questions or will have difficulty in performing any of the usage requirements (due to medical/mobility issues) then please do discuss this with the OWNER, who will be happy to find ways to help you have full use of the facilities still, wherever possible.
- No smoking, vaping or recreational drug use is allowed anywhere on Northfield Retreat premises.
- Your 1 HOUR allocated time slot includes your time to shower, get dressed and leave the area clean and safe ready for the next guests. So please arrive and depart within that timeframe.
- The internal porch door and changing room door both open onto the poolside area, so care must be taken when entering or leaving both areas.
- On entry, please remove, and leave, all outdoor shoes within the porch area. Wear alternate indoor shoes or walk bare foot whilst inside the building.
- Floor surfaces are likely to be slippery due to the nature of the environment. Please take care when walking around the poolside. Whilst sufficient lighting and windows are in situ, steam may build up and affect visibility, therefore please take care on all surfaces and walk, DO NOT RUN.
- Do not leave any equipment or clothing lying on the floor poolside as this increases the risks of slips/trips/falls. There are hooks and benches provided around the poolside area for personal belongings to be stored safely.
- No food is allowed in any part of the pool, sauna or changing rooms, and only water should be consumed. Water should be in a closed bottle or container, and no glass containers are allowed anywhere on the premises. Alcohol is strictly forbidden.
- Do not stand or walk on the pool cover. The pool cover will be removed by you prior to swimming, extreme care should be taken with the crank handle to avoid injuries. For ease, the last swimmer may walk the cover back towards the steps whilst in the pool, anyone poolside must remain clear of the crank handle at all times.
HIRERS must ensure the cover is fully on before leaving, unless otherwise instructed by the OWNER.
The full operation will be shown to you on your first hire, if you have any difficulties or queries regarding this procedure, please make the OWNER aware, so that help can be arranged.
- No furniture or equipment belonging to Northfield Retreat should be moved or removed.
- The OWNER is responsible for keeping the premises safe and hygienic but is unable to check the pool and surrounding areas between each HIRER. It is the HIRER'S responsibility to clean up after themselves and adhere to these terms and conditions of use.
- Please leave the facilities as you wish to find them. Before exiting, use the mop and cleaning products provided to ensure everywhere is clean and safe for the next guests to enjoy. Excess water around the poolside may increase chances of someone slipping which must be avoided at all costs.
- If any HIRER finds that the previous HIRER has not left the pool and surrounding areas in a safe and usable condition, please notify the OWNER (with photographic evidence where appropriate). Any HIRER leaving the pool in an unsafe, dirty or unusable condition, may not be able to re-hire.
- Any damages/breakages must be reported to the OWNER. Damage/breakage found to be caused by mis-use by any USER will be chargeable. The OWNER also reserves the right to recover costs of loss of business resulting from mis-use of the facilities.
- Please report any lost property to the OWNER as soon as possible, so they can attempt to identify ownership of anything found on the premises. We will store lost property for 90 days after it is discovered.

Swimming pool use:

- Jewellery should be removed and left in the changing room, as we cannot be responsible for any items lost in the pool area, they may give rise to injury if caught and can also affect the filters. (jewellery worn for religious or cultural reasons may be worn, but at the USER's own risk).
- Please tie long hair back at all times. This protects the pool filters and the USER.
- Please shower before entering the pool to remove all dirt, make-up, lotions or tanning products.
- Appropriate swimwear should be worn at all times in both the pool and sauna.
- Towels are not provided, nor is any other equipment such as goggles, earplugs or flotation devices, so please come equipped with everything you need.
- Babies and children who are not yet fully potty trained must wear the 'double nappy system', otherwise they cannot go into the water. The 'double nappy system' is a disposable nappy, with a neoprene swim nappy over the top (more information plus reputable, good value versions are available from sites such as Puddle Ducks, Water Babies, Two Bare Feet and Splash About).
- You are welcome to bring small inflatables, foam bricks, floats etc. If you would like to bring your own toys, please ensure that they are clean before entering the pool. All toys and swim aids must be taken home again.
- No ball games or water pistols allowed.
- Please do not jump from, nor climb around the steps or handrails.
- No diving/jumping/bombing is allowed **at any time**. The pool is just 1.1m deep throughout, which is not deep enough to safely allow such actions. Teaching young children to be confident in the water by encouraging them to jump from poolside to a waiting adult, or to sit and slide into the water from poolside is of course fine though.

Illness and infection prevention:

- Should any USER be ill or have an infection that is contagious, please do not use the pool. Allow at least 2 weeks after your last symptoms before using any of our facilities.
- If any USER becomes ill whilst on the premises, please notify the OWNER, in case extra sanitisation is required.
- Should any USER have a verruca or similar, please wear a verruca sock whilst swimming and wear indoor shoes on your feet at all times inside the pool area.
- It is the responsibility of the HIRER to ensure all USERS are not likely to be adversely affected by the pool water, or pool environment. Please seek professional medical advice if you have any concerns related to individual medical needs.

Actions for Faecal Release or vomiting:

- In the release of a solid stool it should be retrieved quickly using the net provided, and disposed of immediately into the toilet. Disinfect the net ready for use again. If, in all other respects, the pool is operating normally, no further action is required.
- If the stool is runny (diarrhoea) the pool should be cleared of bathers immediately. Use the net to dispose of solid stools and inform the OWNER so that they can close the pool immediately until treatment has been carried out. Closure is usually up to 24 hours or until it is safe to use. If any pool USER is tending to release faeces, then an appropriate protective should be worn underneath their swim wear before entering the water. If any USER has had diarrhoea, then they should not be allowed to enter the pool for a period of 2 weeks after the last motion.

Payment procedure and cancellation policy:

- Bookings are typically made through the Northfield Retreat online booking system and paid for by BACS to the details supplied on your invoice.
- All bookings must be paid for in full at least 48hrs prior to arrival. Any last-minute bookings will require payment upon receipt of your invoice.
- Please declare all expected members of your group at the time of booking.
- You are welcome to add additional guests before arrival, but you must notify the OWNER so that they can invoice you accordingly, and ensure each guest is fully insured.
- HIRERS should first notify the OWNER if they need to arrange their own paid swimming lessons or private therapy sessions during their booking. If you have a requirement for these types of professional assistance, please speak to the OWNER who will be happy to discuss or source this for you and especially ensure that you are adequately insured.
- Should you need to cancel your session, we require at least 48 hours' notice.
- Cancellations made less than 48 hours prior to your booking will still be charged in full.
We understand unforeseen circumstances or illness can occur. Therefore, postponing your booking, rather than cancelling, within the 48-hour notice period, may be possible at the discretion of the OWNER.