

USE OF LOCKERS

- Lockers are provided for the safe storage of customer's possessions. Leaving possessions in a changing room is not secure and invites theft. It is the responsibility of customers to safeguard their locker key. It is also advisable to leave valuables at home.
- Lifeguards are unable to accept any personnel possessions or locker keys.
- Valley Leisure Ltd will not be liable for losses sustained which are not attributable to an act of negligence on their part.
- A returnable £1 coin is required to operate the lockers. Lockers for disabled users take a 20p coin.

WHAT TO BRING

When visiting the swimming pool please bring the following:

- Floatation aids for non-swimmers or weak swimmers. (A selection of armbands and swimming aids are available for purchase from reception).
- £1 coin for operating your locker.
- 20p for the use of disabled lockers.
- £1 coin for the Haystack people dryer.
- 20p coin for hairdryers.
- Swimming costume and towel. All swimming attire must be appropriate for the activity. No shorts lower than knee, no cut off jeans etc.
- Please note that floatation aids, lost property and toys are not available for hire or to borrow.

CUSTOMER SERVICE

At The Rapids we aim to provide a high level of professional standards in cleanliness and the safety and enjoyment of our Customers.

- If you have any suggestions or concerns we invite you to speak to any member of staff who will endeavour to address them.
- Or you can complete a customer comment card available next to reception
- Or contact our Front of House Manager at the address overleaf.



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enquiries@the-rapids.co.uk



**The Indoor Fun
Family Pool**

**PLEASE READ THIS
LEAFLET BEFORE
ENTERING THE POOLS**

At The Rapids our aim is for you to have an enjoyable and safe experience whilst visiting the centre. If this is your first visit or if you are responsible for young children, it is important to read this leaflet carefully. If after reading it, you are unsure about anything, please ask a member of staff who will be glad to assist you.

Valley Leisure LTD, West Street, Andover, Hants, SP10 1QP
Company No. 2188010 Registered in England and Wales, Charity No. 800760



SWIMMING POOLS ADMISSION POLICY

1. One adult may accompany two children under 8.
 - Both children must be directly supervised in all areas.
 - We recommend the use of floatation aids.
 - Under 4's or non swimmers must be supervised on a 1-1 basis or must wear floatation aids.
2. All bathers must use pre-cleanse facilities before entering the pools.
3. Bathers must use cubicles provided to change. All items must be stored in the lockers provided.
4. No person may enter the poolside wearing any form of footwear or clothing other than approved swimwear unless specifically authorised to do so.
5. All persons must leave the pools immediately when requested by a Lifeguard.
6. No equipment (including lost property) will be lent out to customers unless part of a specifically programmed session, i.e. Parent & Toddlers session.
7. The use of face masks, flippers, paddles and snorkels is not permitted, unless in a structured session.
8. Persons under the influence of alcohol or drugs or deemed to be, will not be admitted to the swimming pools.
9. Valley Leisure Ltd reserves the right to review and change the above policy as operational requirements change; or to refuse entry to or eject from the centre, anyone failing to adhere to the above or persistent failure to comply with our pool rules.

HEALTH ADMISSION POLICY

1. Customers that have experienced sickness or diarrhoea within the last seven days are not permitted to enter the pools.
2. Persons must not enter the pools with known medical conditions that may compromise safety. Those with medical conditions that may affect their safety should seek medical advice prior to their visit. Customers with epilepsy should be accompanied by a capable buddy.

Definitions:

Children who cannot swim a minimum of 25m are non-swimmers.

A responsible adult is a person over 18 years or the parent.

Direct Supervision - Within arms length

Issue 4 Feb 2011

The Rapids

POOL LAYOUT & HAZARDS

Fitness Pool – The fitness pool is 25m by 8m, this allows for 4 lanes to be in use. The features pool is blocked off by a removable kick board. The pool is a constant depth of 1.2m. The Rapids operates during general public sessions. During this time a strong current will be felt in the Pool.

The Rapids – The rapids are a winding stream of fast flowing water that is an extension of the fitness pool. The jets operate approximately every 20mins. Along it's length jets of water are sprayed across the surface of the water. This is also a constant depth of 1.2m.

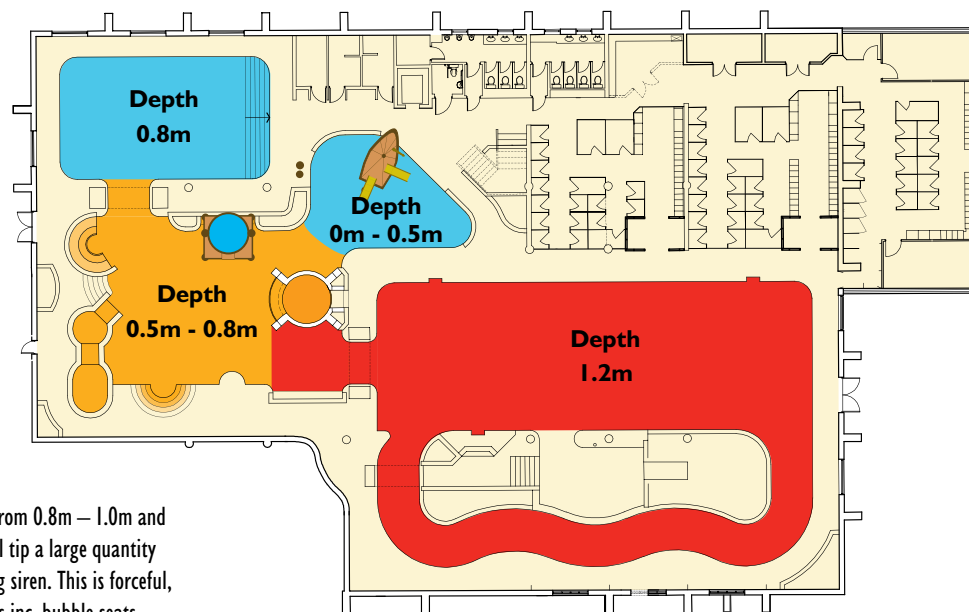
Features Pool – The features pool is attached to the end of the fitness pool. It ranges in depth from 0.8m – 1.0m and contains a variety of water features. The Tipping bucket will tip a large quantity of water every 8mins (see timetable) preceded by a warning siren. This is forceful, supervision of non-swimmers is required. The other features inc. bubble seats, cannon, pirate mast and treasure chest are considered low risk.

Teaching Pool – The teaching pool is joined to the features pool, it is a constant depth of 0.8m and is perfect for younger children.

Beach Area – The beach area is joined to the features pool. The depth rises from 0m – 0.5m. This area is great for babies and toddlers to gain confidence in the water. A pirate ship with cannon and slide is situated here. The pirate ship is designed for under 8's. Slides should be ridden one at a time and feet first. Please supervise children on the features.

The Jacuzzi – A relaxing area to a depth of 0.5m with bubbles operating constantly. Whilst relatively low risk children should be supervised. Max 10 people. Pregnant females should refrain from using the spa due to risk of air embolism.

The Flume – This is a 75m ride from the top of the Pool which can be fast in sections. Swimmers exit into an aqua catch providing a safer ride experience. The control of ride times is by a traffic light system. Access is via a spiral staircase. It is recommended that young children are supervised on this ride. Please note the safety guidance situated at the entrance to this ride. Care should be taken on the steps. Please exit the aqua catch immediately when your ride ends.



LANE ETIQUETTE

- Swimmers should follow the direction signs as an indication of lane abilities.
- Only overtake where safe to do so.
- Do not allow ends of lanes to be congested, if stopping for a break please move aside to allow others to continue swimming without interruption.

FLOAT SESSIONS

Are available at weekends, but rules of use may differ from normal use. Please check with pool staff before use.

GENERAL POOL RULES

- | | |
|---------------------|-------------------------|
| No running | No shouting |
| No throwing objects | No diving |
| No pushing | No petting |
| No acrobatics | No reversed entry dives |
| No swearing | |

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