

Long Sutton Primary School

Swimming Pool Hire

Frequently asked questions

THE POOL AND FACILITIES

Is there a toilet and changing facilities?

Yes, there is a single toilet cubicle and separate male and female changing rooms.

How big is the pool?

The pool is 6 metres in width and 12 metres in length.

How deep is the pool at each end?

The pool is 0.8 metres at the shallow end, and 1.2 metres at the deep end.

Is the pool heated?

Yes. The pool is outside, with no roof cover and heated.

BOOKINGS

You will receive a reminder 24 hours before your booking, and our team will email you a copy of these FAQ's to ensure you have as much information as possible to hand.

Where do I go when I arrive for my booking?

Please wait by the green gate/fence in the main school car park, to the right of the school reception and a volunteer will give you access to the pool. **Volunteers will only wait for 10 minutes from the start of your booking time.** If you do not arrive within this time the volunteer will leave the site and your booking will be cancelled with no refund.

Who do I contact if there is a problem?

If no one arrives to meet you or you experience a problem whilst on site, please email lsps.swimmingpool@gmail.com.

Can I cancel my booking?

Yes. If you cancel your booking **up to 24 hours before** the booking is due to take place, you will receive a **50% refund**. Cancellations made **less than 24 hours before, will not receive a refund**. Please refer to the terms and conditions for full details on booking cancellations and refunds.

Can I cancel my booking if the weather forecast looks bad the night before?

Cancellations will only be accepted in the event of adverse weather conditions, and they will be rescheduled and not refunded. (For example: thunderstorms or snow).

Can I bring inflatables?

No. Sorry, inflatables are not permitted in the pool.

Can I consume food and drink by the pool?

No. Please consume food and drink off of the school premises.

Can I hire the pool for a birthday or celebration?

Yes, it's a great place to celebrate together, however food, drink and smoking is not permitted, and we ask that balloons are not used for decoration. You are responsible for leaving the pool area clean and tidy with all rubbish removed. The village park or the grass areas around the tennis courts are nice spaces for a picnic.

Can I play music by the pool?

No. We ask that you respect our neighbours by keeping noise to a minimum, and that you do not play music by the pool.

Can my 16 year old hire the pool with friends?

No. You must be aged 18 years or over to make a booking, and you must comply with the ratios and safety procedures, as stated in the terms and conditions.

Can I book the pool for 1 hour, instead of the 2 hours advertised?

No. Bookings can only be made for 2 hours via the booking website.

HEALTH & SAFETY

How many people can be in the pool?

There can be a maximum of 24 people in the pool at any one time. (This includes your allocated First Aider and at least one additional adult).

Is there a Lifeguard?

No. You, the parent/adult, are responsible for the safety of those using the pool, for the duration of your booking. You must ensure that our strict safety conditions are followed during the booking period, as stated in the terms and conditions.

Do I need a First Aid certificate to hire the pool?

Yes. One member of your party must hold a valid first aid certificate and bring a copy of this with them on the day of the booking. If you are unsure about this, please email us at lsps.swimmingpool@gmail.com and we will confirm. You must also have a second adult to oversee the pool during your session.

TERMS AND CONDITIONS

Please ensure that you read the full Terms and Conditions before making a booking, via this link: www.longsuttonprimaryschool.co.uk/the-pool (When you reach 'The Pool' page of the website, scroll down to 'Useful Documents' and select 'Swimming Pool Hire').