

T CSP Terms of Service

General Admission Rules

1. **Age Requirement:** Children under 8 years old must be accompanied in the pool hall at all times by a responsible adult (aged 16 or over).
2. **Supervision Ratios:** One adult may supervise up to **two children under the age of 8**.
3. **Buoyancy Aids:** Approved buoyancy aids (e.g., arm bands, swim vests) are recommended for children under 4 years old and non-swimmers. Inflatable toys are not considered suitable buoyancy aids.
4. **Changing Facilities:** Children over 8 years old must use gender-appropriate changing facilities.
5. **Fitness Suite:** All new members (Age 16+) are advised to attend a gym induction which will show you how to safely use the facility and all machines. However, should you feel you do not need this service, please complete the gym induction waiver declaration below. I understand that exercise can be physically demanding and if performed incorrectly can cause serious harm. I have opted to not attend the gym induction offered to me and therefore assume all liability for any possible injury caused by the exercises I choose to perform. I acknowledge that I am physically fit and free from any illnesses that may be aggravated by performing exercise. I am aware that if in the future I decide that I do indeed need to be instructed in the use of the facility or machines, I will always have the option to book an induction based on availability.

Supervision Requirements

1. **Constant Supervision:** Supervising adults must remain within arm's reach of the children they are supervising at all times, especially during play sessions.
2. **Pool Areas:** Non-swimmers and children using buoyancy aids are restricted to the shallow end (below 1.5m marked by posters) unless they have demonstrated swimming competence to a lifeguard.
3. **Behaviour Management:** Adults are responsible for ensuring children under their supervision follow all pool rules and behave appropriately.

Health and Safety

1. **Illness:** Children with contagious illnesses (e.g., chickenpox, colds) are not permitted to use the pool.
2. **First Aid:** In case of any injury or illness, contact a lifeguard immediately.
3. **Evacuation Procedures:** In an emergency, supervising adults must ensure the safe evacuation of the children under their care following the directions of the pool staff.

Compliance and Enforcement

1. **Non-Compliance:** If the policy is not followed, staff have the authority to deny access to the pool.
 2. **Policy Awareness:** A copy of this policy is available at reception and online. Staff are trained to communicate its key points to visitors as needed.
-

Membership Terms & Conditions

General Conditions:

- **Access Limitations:** 1-month Recurring Card Payment (RCP) & Annual Membership schemes do **not** include access to Crazy Fun Sessions.
- **Contract Duration:** All (RCP) memberships require a minimum 1-month contract period. At least one payment instalment must be completed before cancellation. All Annual Memberships will last 12 calendar months from the date of purchase.
- **Contract Renewal:** (RCP) Memberships operate on a rolling monthly contract and will automatically renew after the first payment unless a written cancellation notice is received at least 14 days prior. Annual Memberships operate for a 12 month period and do not automatically renew.
- **Concessionary Rates:** Members seeking concessionary rates must provide valid identification and evidence confirming eligibility for concession.
- **Fitness Suite Access:** All members on signing up will agree to the T&Cs of the fitness suite and read the Fitness Suite Waiver. If a member wishes to have an induction, it is the requirement of the user to contact and book via reception. All Junior members **MUST** complete an induction

- **Lost/Damaged Cards:** Lost or damaged membership cards will incur a replacement fee of £1.
- **Facility Usage:** Access and use of facilities or activities are governed by the rules set by management.
- **Facility Closures:** The facility will operate reduced hours on bank holidays and will undergo an annual closure for cleaning and maintenance in December (up to two weeks). No refunds or compensation will be given for closures during this period.
- **Membership Fees:** All membership fees and payment dates are subject to periodic review by management.

Membership Alterations:

- For any changes, including upgrades or queries, please contact: info@tadcasterpool.org.uk
- **Membership Freeze Policy:** If a member is on RCP payment, the member can freeze any period of length via their online account. An Annual Member can only freeze an account due to medical reasons and will require medical evidence. Applications via info@tadcasterpool.org.uk

Junior Bolt-On Membership Terms & Conditions

- **Applicability:** All General Conditions above apply.
- **Age Restriction:** Junior Bolt-On Memberships are exclusively available for children aged 5 – 15 years and provide swimming pool access during public swimming sessions only.
- **Adult Membership Requirement:** Junior Bolt-On Memberships must be linked to an active Adult Membership without payment arrears.
- **Missed Payments:** Missed payments on the linked Adult Membership will result in suspension of Junior membership access until all arrears are cleared.
- **Contract Terms:** Junior Bolt-On Memberships are based on a minimum 1-month contract with automatic renewal unless cancelled with 14 days' written notice.
- **Adult Membership Cancellation:** Cancellation of the Adult Membership within the Junior Bolt-On's minimum period will result in cancellation of both memberships. The remaining balance of the Junior membership minimum period will be due in your final bill, and the account will revert to a Pay-As-You-Go arrangement.

Cancellation Policy

- **RCP Memberships** cancellation requires a minimum of 14 days' written notice to info@tadcasterpool.org.uk.
- **Annual Memberships** automatically cancel after 12 months. No cancellations or refunds will be given after the first 14 day cooling off period.
- **Cooling-off Period:** Within the first 14 days of your contract, you may cancel without penalty, provided you have not accessed any facilities or services. Cancellation must be communicated via email to the Facility Manager at the above address.
- **Payment Issues:** Failed or declined payments will result in suspended access until all outstanding balances are cleared.

GDPR Policy Statement

Tadcaster Community Swimming Pool (*hereinafter referred to as the “Company”*) needs to collect personal information to effectively carry out our everyday business functions and activities and to provide the products and services defined by our business type. Such data is collected from employees, customers, suppliers and clients and includes (*but is not limited to*), name, address, email address, data of birth, IP address, identification numbers, private and confidential information, sensitive information and bank/credit card details.

In addition, we may be required to collect and use certain types of personal information to comply with the requirements of the law and/or regulations, however we are committed to processing all personal information in accordance with the **General Data Protection Regulation (GDPR)**, **UK data protection laws** and any other relevant the data protection laws and codes of conduct (*herein collectively referred to as “the data protection laws”*).

The Company has developed policies, procedures, controls and measures to ensure maximum and continued compliance with the data protection laws and principles, including staff training, procedure documents, audit measures and assessments. Ensuring and maintaining the security and confidentiality of personal and/or special category data is one of our top priorities and we are proud to operate a **'Privacy by Design'** approach, assessing changes and their impact from the start and designing systems and processes to protect personal information at the core of our business.