



## Terms & Conditions of School Visits

1. Booking must be made at least 2 weeks in advance.
2. Payment must be made before the visit or, at the latest, on the day of the visit.
3. If an invoice is required please request this at the time of booking.
4. Menu choices must be confirmed at least 48 hours before your visit. Dietary and Allergy requirements must be made clear when booking.
5. The itinerary suggested on the website may be subject to change due to the availability of the facilities.
6. All school visits must complete a risk assessment before their visit. Teachers are welcome to visit the centre any time during normal opening hours to complete this in advance. Please ask for the Duty Manager on arrival, who will be able to access the facilities required and offer advice if needed.
7. The Swimming Pool has a strict adult to child ratio. Children aged 8 and over can swim unaccompanied. Children aged 5 to 7 must be accompanied with one adult to every two children. Children aged 4 and under must be accompanied one adult to every one child.
8. Equipment will be provided for activities in the Sportshall, but teachers must supervise and organise the activities. Leisure Centre staff will not be provided to organise activities in the Sportshall. Lifeguards will be provided, as standard, in the Swimming Pool.
9. Cancellation policy – If cancelled five days or less before your visit, you will be required to pay for the hire of the Swimming pool (£80) and the hire of the Sportshall (£60). If cancelled between six days and ten days before your visit, you will be required to pay for the hire of the Swimming Pool only (£80). Bookings cancelled 11 days or more before your visit will not require a cancellation fee.
10. Due to the nature of the facilities, there is always a small chance that any part of the Centre may have to be closed, without notice, due to essential Health & Safety requirements. Where possible, an alternative activity will be offered and the cost of part or all of the booking will be refunded.
11. Bookings are only confirmed once you have received an email stating your unique booking reference number.