

Pool Safety Rules & Terms of Use v3

(Annexe 1 to our Booking Terms & Conditions)

The pool at Cranmer has no lifeguard. It is a self-regulated site and it is therefore vital that all users read and understand the following rules so everybody can enjoy this wonderful facility safely.

All guests and members using the swimming pool and changing facilities are expected to abide by the following Terms and Conditions of Use and Cranmer Country Cottages reserves the right to deny access to the pool facilities of any guest or member who is deemed by the management of Cranmer Country Cottages to have failed to comply.

The Pool Safety Rules & Terms of Use forms part of your Booking Terms Contract with Cranmer Country Cottages.

The pool at Cranmer Country Cottages is available to guests staying onsite only. Our pool is not available to friends or visitors of our guests or to people staying in other local Norfolk holiday accommodation.

CCTV cameras are in use in the main Pool Hall.

Terms of Pool Use - Plan A Covid-19

14/03/2022 – We have revisited our risk assessment for the pool. Whilst Covid infections are still circulating within our community we will continue with our Covid safety procedures.

We reserve the right to deny pool access to any residents who are not following the rules set out below:

Covid-19 – Plan A - Our pool is now available to guests for both private 1-hour pre-allocated swim slots and flexible turn-up and swim sessions daily. Please see our updated swim timetable for further information. [HERE](#)
Our pool changing rooms have re-opened.

We ask everyone to do their bit to help to keep the changing rooms and shower areas as germ free as possible: clean feet only past the entrance lobby, please remove outdoor shoes before entering the changing rooms and use the deck brush provided to brush excess water and soap down the drains in the showers and changing rooms after your swim.

The swim timetable is available on our website, posted on the left outside the pool door and will have been emailed to you in advance of your stay. Times may be subject to change if deemed necessary by us.

Pre-swim instructions:

- Please shower using soap before you swim – using the open showers on the right-hand side as you enter the pool.
- Do not walk from your cottage to the pool in bare feet.
- Please leave shoes worn outside in the entrance lobby under the bench.
- Do not take large sit-on inflatables into the pool.
- Please escort children to and from the toilet. Please make sure the toilet is flushed and the lid left down in doing so. Do not flush wet wipes down the loo.
- Please take any personal waste, tissues, wipes, paper towels away with you and dispose in the household rubbish in the waste disposal area.
- Swims and use of the changing room will be strictly 1 hour per family or group.
- Do not enter the building when the yellow prohibition sign is located in front of the door.
- Please do not leave any woggles floats or personal items ie: mobile phones in the pool after your swim. We may not be available to retrieve them immediately there may not be anyone on site to gain access to the pool.
- Parents are responsible for supervising their children at all times in the pool in the changing rooms in the showers and in the toilets.
- Infants under the age of 6 months are not permitted to swim in the pool for health and hygiene reasons to protect all swimmers.
- Do not swim if you or anyone in your party are feeling unwell or have any flu or Covid-19 symptoms.

- If anyone is ill anywhere in the pool report it immediately by phone or email, and let others know the pool is closed, by putting out the prohibition sign upon leaving the pool.
- If anyone in your party is ill or has an accident in the pool it is your responsibility to clean up any mess immediately; please use the disinfectant gloves bucket and waste bag provided in the end changing room locker. Remove as much waste as possible and dispose in the yellow bag provided. Tie up the bag securely and leave outside the pool in the fresh air.
- Please observe the swim times. We reserve the right to cancel the allocated pool key - if the pool rules which have put in place for everyone's safety are ignored.

General Rules for Pool use:

1. Children (under 17 years) must be supervised by a parent/guardian (over 18 years) in the water with them at all times.
2. Adult supervision ratio: 0 – 3 years = 1adult: 1 child with or without armbands. 4 – 7 years = 1 adult: 2 children with or without armbands.
3. Salt dosed pool - Infants under the age of 12 months old are not permitted in the pool water for health & safety reasons. Parental responsibility and extra vigilance must be taken for under-weight Infants or those under 12 months due to the salt levels in the water which may be harmful if swallowed and ingested in quantity.
4. Infants must wear close fitting neoprene protective swimwear - Splash About Happy Nappy or wetsuit.
5. Please shower before and after using the pool.
6. Do not consume alcohol or food immediately before swimming.
7. Do not swim if you have prior health problems: heart trouble, epilepsy, impaired hearing or sight.
8. Do not swim if you or any members of your party are unwell or have suffered with diarrhoea or sickness in the past 14 days, have a raised temperature or are suffering from a flu virus.
9. Strictly no diving - the pool is less than 1.5m depth.
10. No running or jumping from the poolside.
11. No diving from objects or from standing adults' shoulders within the pool.
12. No lone swimming as there is no lifeguard.
13. No overcrowding – do not swim if the pool looks busy.
14. No jewellery to be worn.

15. No pool parties, no unruly behaviour – no bombing.
16. No large inflatable play structures, masks or flippers.
17. No ball games – walls are soft red brick; the pool has large windows.
18. No outdoor footwear or socks to be worn in the pool or changing rooms - Outdoor shoes must be left in the entrance lobby.
19. Food and/or drink are not permitted to be consumed in the pool building.
20. Swimmers must provide their own towels - not use the cottage towels.
21. Time slots must be honoured - the pool hall and changing rooms must be vacated by the end of the session time indicated on our pool time table.
22. Health and safety rules must be obeyed.
23. Sickness or faecal accidents must be reported to us by telephone or email immediately. We reserve the right to make a charge to the “Lead-Booker” if we have to close or pump out the pool in the event that this becomes necessary.
24. Pool used strictly at user’s own risk.
25. Personal property is left at owner's own risk.
26. Pool is available for the use of **Cranmer Country Cottages guests only**, not their guests or visitors.

Use of the pool building:

1. Do not use the pool if it appears to be busy/overcrowded, delay your swim until numbers of swimmers are reduced. In busy periods swim time should be kept to a maximum of 1 hour. Busy times are usually between 5.00pm – 6.30pm.
2. Last entry time is 7.00pm after this time the electronic key will not work. The pool closes at 7.30pm.
3. CCTV is in use in the pool hall.
4. Access to the pool is with an electronic fob key issued to the Lead-Booker – the key is not transferrable.
5. Never hand the entry key to children in your party or anyone else.
6. We will make a charge of £25.00 if the key fob is lost or not returned at the end of your stay.
7. No outdoor shoes to be worn past the internal lobby door.
8. Do not prop open any doors leading to the outside, they must remain closed at all times for safety reasons.
9. Only use fire exits for escape in an emergency.
10. Never let people into the pool building who are not in your party. Be watchful of small children trying to enter the building unsupervised.

11. Footwear must be worn between your cottage and the pool, includes children.
12. Clothing is to be cleared from the cubicles, put into the lockers provided.
13. Please dispose of nappies in the household waste and do not leave in the changing room bins as they can become very smelly very quickly!.

Pool Opening times: (outside of Covid-19 special procedures)

The current pool timetable is posted next to the pool door for pool availability and swim times.

On your day of departure please beware that you must vacate the property by 10.00 am, this includes the pool facility.

Pool opening times may be subject to change depending on the season or for health & Safety reasons. **(See special measures for Covid-19)**

The pool may be closed for essential maintenance work, special functions or for any other reason, as we may feel necessary. We reserve the right to alter the rules and access to the pool at any time and for any reason. Guests using our pool must read and agree to abide by the above Terms & Conditions before using the pool. In agreeing to our Booking Terms & Conditions you and your party agree to abide by the Pool Safety Rules and Terms of Use.

If you need any further clarification of the above Terms, please contact us @ bookings@norfolk-luxury-cottages.co.uk

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Lynne Johnson