

## 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 personal 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.
- Returnable £1, 20p or 10p coins are required to operate the lockers.

## WHAT TO BRING

When visiting the swimming pool please bring the following:

- Your armbands if you are a non-swimmer or weak swimmer (A selection of armbands and swimming aids is available for purchase from reception).
- £1, 20p or 10p coins for operating your locker.
- £1 coins can also be used for our Haystack People Dryer and GHD hair straighteners.
- 20p coin for hair dryers.
- 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 armbands, lost property and toys are not available for hire or to borrow.

## CUSTOMER SERVICE

At Andover Leisure Centre 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.



**Andover Leisure Centre**  
**West St**  
**Andover**  
**Hants**  
**SP10 1QP**



**01264 347100**  
**www.valleyleisure.com**

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

At Andover Leisure Centre our aim is for you to have an enjoyable and safe experience whilst visiting the centre. If this is your first visit or especially 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.

## SWIMMING POOLS ADMISSION POLICY

1. Persons deemed to be under the influence of alcohol or drugs will not be admitted to the swimming pools.
2. Children under 8 years will not be admitted to the pools without an adult (18yrs+).
3. Children under 8yrs who are non-swimmers must be accompanied in the water on a 2:1 basis by an adult (18yrs+). All non-swimmers must wear armbands.
4. Non swimmers must not attempt to swim out of their depth.
5. Bathers must use the cubicles provided to change. All items must be stored in the lockers.
6. Swimmers will only be permitted to the pools wearing approved swimwear (unless prior authorisation has been permitted by the Duty Officer).
7. 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.
8. All bathers must use pre-cleanse facilities before entering the pools.
9. All persons must leave the pools immediately when requested by a Lifeguard.
10. No equipment (including lost property) will be loaned to customers unless part of a specifically programmed session e.g parent and toddlers session.
11. The use of face masks, flippers, paddles and snorkels is not permitted, unless in a structured session.
12. Valley Leisure Ltd reserves the right to review and change the above policy as operational requirements change. We reserve the right to refuse entry to anyone failing to adhere to the above or persistent failure to comply with our pool rules.

## POOL LAYOUT & HAZARDS TO NOTE

**Main Pool** - The main pool is 25m by 12.5m.

The pool depth varies, ranging from 0.9 in the shallow end to 3.4m at the deepest point.

**Teaching Pool** - The teaching pool is 12.5m by 8m.

The pool depth is 0.75m in the shallow end and 0.9m at the deepest point. This area is designed for babies and toddlers to gain confidence in the water.

**The Crocky Slide** - Crocky is an inflatable slide which stands 3 metres above the pool level. The slide splashes down into the shallow end of the main pool.

Persons under 8 years of age are not permitted on the slide unless strictly supervised by an adult (18yrs+).

Please note the safety guidance situated at the entrance to the slide. Care should be taken on the steps. Customers must exit the splash down area immediately following descent.

## LANE ETIQUETTE

- Swimmers should use the appropriate lane by ability and stroke as displayed by the signs. Please swim in the direction stated by the signs.
- Allow faster swimmers to overtake at the end of the lane.
- Only overtake where safe to do so.
- Do not allow ends of lanes to be congested, if stopping for a break or chat please move aside to allow others to continue swimming uninterrupted.

## FLOAT SESSIONS

Floats 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 reverse entry dives
No swearing	Children under 8 must be accompanied

## THE SPA FACILITY

**The Jacuzzi** - A relaxing area with a depth of 0.9m with bubbles operating on a ten minute cycle. Whilst relatively low risk, children are not permitted. Maximum of 8 people.

The Jacuzzi temperature stands at 40 degrees centigrade.

The Jacuzzi should not be used for periods longer than 15-20 minutes.

**The Steam Room** - An area focused on relaxation with a eucalyptus aroma designed to alleviate stress and rejuvenate the body and mind.

The steam room clears pores and if used in conjunction with a cold shower closes pores to keep dirt at bay.

The temperature in the steam room ranges from 40-50 degrees centigrade with humidity at 80-100%.

All watches and jewellery must be removed prior to entry.

**The Sauna** - Operates between 85 and 100 degrees centigrade with the hottest points being the highest benches.

If you relax in the dry heat for 15 minutes it raises your body temperature and starts perspiration.

Contact lenses or glasses must not be worn when using this facility.

Periods of use must be no more than 15 minutes.

