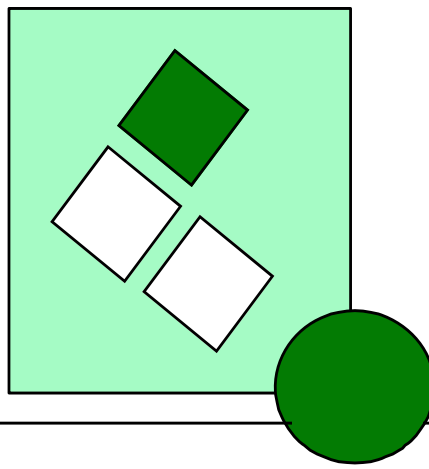


NORMAL OPERATING PROCEDURES INTERIM EDITION



**William Gregg VC
Leisure Centre**

NORMAL OPERATING PROCEDURES

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1.0	Details of pools – dimensions and depths, equipment and a plan of the building (appendices 1.)	1	November 07
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3.0	Potential Risk Factors – Main hazards and users particularly at risk.	1	November 07
4.0	Dealing with the public - customer care, poolside rules, Diving Policy. Under 8's admission policy.	1	November 07
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16.0	Room Dimensions & Capacities	1	November 07
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18.0	Condition of hire to outside organisations.	1	November 07

Reviewed and amended January 09

1.0 Details of pools

All details contained in this Normal operating procedure are taken from the HSE document Managing Health and Safety in Swimming Pools Third Edition.

1.1 Main pool dimensions

Length 25metres Width 12.5

Shallow end 0.9 metres Deep end 2.0 metres

1.2 Teaching Pool

Length 12.5 metres Width 7 metres

Minimum Depth metres 0.75 metre

Maximum Depth 0.9 metres

2.0 Maximum Bather Loads

2.1 Main pool

General Swimming/ 50 + Swim session/ Adults Only

100

General Swimming

2 Lanes for general swimming/ schools 3 lanes

30

School Swimming

3 lanes

40 (2 groups of 20 with improving swimmers with qualified ASA Coach)

Lane Swimming

Whole pool

40 between 3 lanes

Lane Swimming

Half pool

30 between 3 lanes

Splash Sessions

50

*Maximum of 10 mats in the Pool. Mats not being used must be removed from the Pool with no accumulation of mats permitted due to potential 'blind spots' being present.

Aqua Classes

30

2.2 Teaching Pool

General Swim 30

Swimming Lessons

20

10 per class as per swim academy standard

12 when operating one group in Teaching Pool as per class as per Swim Academy standard.

* Where babies are in parent/ guardian arms this constitutes a single person.

Teaching Pool Parties

30

Parent and Toddler

30

Aqua Natal

30

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In accordance with the normal operation plan, each pool would be monitored and the number of users recorded within each pool at half hourly intervals during the opening hours. The Bather head count sheet can be viewed in appendices 1.1

2.3 Action to Control Maximum Bather Loads

The lifeguard monitoring maximum bather loads must inform the Duty Manager immediately should the Pool capacity approach the maximum bather load in either Pool. (100 Main Pool, 30 Teaching Pool)

The sale of swimming tickets will be stopped at reception by the Duty Manager.

The Duty Manager will inform the Receptionist and only resume selling tickets when the bather loads have resumed normal levels. The Duty Manager will inform Reception to when tickets sales can resume.

Consideration must be given to bathers in the changing rooms not just bathers already in the pools.

Lifeguard levels must be increased immediately in line with the above bather loads.

If the control of admissions to the Pools failures in any way and overcrowding occurs then the emergency action plan for Pool overcrowding must be implemented by the Duty Manager (See section 1 of Emergency action Plan)

3.0 Potential Risk Factors	MHSISP ref:
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<p>Awareness of risks</p> <p>Inadequate or inappropriate supervision. Prior health problems Alcohol or food before swimming Youth and inexperience Weak or non swimmers Unauthorised access to pools intended to be out of use Diving into insufficient depth of water Jumping into water less than 0.9m Unruly behaviour and misuse of equipment Unclear pool water; Water clarity/ glare/ shadows</p>	<p>Ref 132 Page 55-56</p>
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<p>3.1 Awareness of Hazards Lifeguards must be aware of the dangers & be able to educate pool users to the dangers.</p> <p>Activity Hazards</p> <p>Running Bombing Pushing Misuse of equipment Tag games Fighting Ducking Diving Acrobatics</p> <p>Physical Hazards</p> <p>Lane ropes Glare on the water Steps Inadequate lighting Pool water clarity Entrance / exit to changing rooms Structural failure Lighting failure Overcrowding Free board and scum channels</p> <p>Lifeguard Hazards</p> <p>Talking Tiredness Horseplay Slouching Lack of training Lack of concentration Not having a whistle</p> <p>Incorrect Uniform Incorrect Footwear Misuse of Equipment</p> <p>November 2007, Page 7 of 41</p>	<p>Reason why dangerous</p> <p>Falling over Injury Injury Injury Injury Injury Injury Injury Injury</p> <p>Injury to swimmers Lifeguards vision Slippery when wet Lifeguards vision Lifeguards vision Slippery when wet</p> <p>Injury to public/staff Lifeguards vision Lifeguards vision</p> <p>Injury to swimmers</p> <p>Poor supervision Poor supervision Poor supervision Poor supervision Poor techniques Poor supervision Poor supervision & needed in an emergency Identification Injury Poor supervision</p>	<p>Action</p> <p>Lifeguard control Lifeguard control Lifeguard control Lifeguard control Lifeguard control Lifeguard control Lifeguard control Lifeguard control</p> <p>Lifeguard control Lifeguard control Lifeguard control Lifeguard control Lifeguard control</p> <p>Lifeguard control Lifeguard control Lifeguard control</p> <p>Lifeguard control</p> <p>Disciplinary training if appropriate</p>
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3.2 Control of Access and Security of Pools Environment	MHSISP ref:
<p>3.2.1 During periods where the pools environment is not open to the Public the area must remain secure. The Changing room gates must remain locked until the area as been inspected and a satisfactory pool test completed.</p> <p>3.2.2 The pools must be systematically checked to ensure all members of the Public have left the area prior to the gates being locked at the end of each session. The Pool bottom and any blind spots must be checked.</p> <p>3.2.3 Once the area as been inspected and all Public have left the area must be secured and the lights turned off.</p> <p>3.2.4 During periods where cleaning is taking place within the Pool environment, the gates to the Changing rooms must remain locked and access gained through the Staff only entrance. This must also remain locked to prevent unauthorised access.</p> <p>3.2.5 Prior to the Pool opening the following inspections must be completed and confirmed satisfactory to the Shift Duty Manager; Pool test Health & Safety inspection, including pool alarms. Lifeguard rescue equipment</p>	Ref Page. 68 - 69

4.0 Dealing with the Public

4.1 Customer Care

Attitudes

All staff need to meet customer expectations. Presentation is essential and so is body language and your actions and demeanour towards customers. Treat customers with a smile and respect, this will ensure the right image is maintained.

4.1.1 Smile and appear approachable

4.1.2 Be courteous and fair

4.1.3 Do not use inappropriate language

- 4.1.4 Do not try to intimidate or show any anger
- 4.1.5 If you do not know the answer to a question, do not try and answer it, ask for assistance from someone who can assist you with the answer.
- 4.1.6 If a reprimand is necessary, do it diplomatically, offering a safe alternative or an explanation. If you need back up, call the Duty Manager, do not become involved in an argument, taking your attention away from Pool supervision.

4.2 Poolside Rules

- 4.2.1 Lifeguards should be aware of bathers as soon as they enter the premises. This includes unsupervised children, people in poor health, people under the influence of alcohol and/or drugs.

4.2.2 Diving Policy

Diving will be allowed only in the Main Pool where depths of 1.5 Metres or deeper are present.

All bathers taking part in diving activities must do so in a responsible manner. Acrobatics, penguin dives, running dives and one armed dives will not be permitted at any time.

4.2.3 Under 8's Admissions Policy (Swimming)

- 4.2.4 A parent (or an adult aged 18 years or over) must supervise a child under the age of 8 years at all times in the water.
- 4.2.5 The ratio of adults to children is a maximum of 1:2.
- 4.2.6 For the purpose of admission where 16 years constitutes full price the term 'adult swim' should be amended to '16+ swim'.
- 4.2.7 The parent can be any age and only the ratio of supervision will be Imposed.
- 4.2.8 Signage displaying the under 8's admission policy is displayed at Main reception.
- 4.2.9 Any children in the pool that appear to be under the age of 8 and unsupervised must be asked where their parent/guardian is and adequate supervision organised. If this cannot be achieved then the Duty Manager must be informed, the children will be asked to leave the pool and supervised by at least two members of staff until the parent/guardian or appropriate adult arrives.

- 4.3.0** No member of the public is allowed in the pool area in outdoor clothing or footwear.
- 4.3.1** Flippers, facemasks and snorkels are not allowed unless during a supervised session, or a specific fitness session.
- 4.3.2** Smoking, drinking alcohol, taking drugs, using mobile phones or eating food is prohibited around the swimming area to the public and staff, this includes the pool and poolside and changing rooms
- 4.3.3** The use of glass/ or ceramic products is strictly forbidden in the pool and changing area.
- 4.3.4** Lifeguards cannot provide members of the public with armbands as no one can guarantee their safety in the water or risk of being damaged before hand. Members of the public must use their own armbands. Armbands are available from reception for purchase.
- 4.3.5** Children using armbands or other swimming aids must be supervised by a parent/adult. The parent/adult should stay within the set perimeter with the child/children, (signage is displayed clearly on poolside).
- 4.3.6** Armbands should be seen as life preservers, not as toys.
- 4.3.7** Pushchairs are not allowed on poolside, and must be stored in the designated area.
- 4.3.8** Children taking part in swimming lessons must wait at the side of the pool until their lesson starts. Parents must not accompany their children. Parents must wait in the changing area or in the spectator area. Only children aged 8 years and over who possess a valid swim ticket may continue to swim after their lesson has finished if the bather load session allows.
- 4.3.9** The teaching pool is available for young children and public learning to swim. Competent swimmers and boisterous swimmers must be asked to leave.
- 4.4.10** The use of inflatable's and other toys in the pools are only permitted during allocated times and this is then at the Lifeguards discretion - dependent on the bathing conditions and staffing levels at that time. Personalised inflatable's are not permitted in the pools.
- 4.5.1** The use of the whistle can be used when attracting public attention. Only use the whistle when establishing eye contact and never over use it, as it will lose its effect.
- 4.5.2** Small babies must wear aqua nappies which are available from Reception.

- 4.5.3** Lane ropes, should be put in/out with swimmers moved out of the way to reduce injury (see safe system of work)
- 4.5.4** When lane ropes are in the pool, the appropriate signs must be displayed with the slow lane should be placed nearest to the side of the pool edge.
- 4.5.5** Babies under the age of 6 months should be discouraged from using public swimming pools (see company standard No. 4)

5.0 Lifeguards duties and responsibilities	MHSISP ref:
<p>5.1 Number of lifeguards for particular activities</p> <p>5.1.1 Main Pool</p> <p>General Swimming Whole pool 2 Lifeguard minimum 3 Busy Conditions (more than 60 Swimmers)</p> <p>Lane Swimming Whole Pool 2 Lifeguard minimum</p> <p>Swimming Clubs Whole pool 1:20 per qualified coach 1 Lifeguard</p> <p>Lifesaving Club Whole pool 1:12 per qualified coach 1 Lifeguard (employed by Centre)</p> <p>Swim lessons half pool & general swim half pool 2 Lifeguard minimum Swimming lessons Whole pool 2 Lifeguards minimum</p> <p>School Swimming Lessons 3 Lanes/ General Swimming 2 lanes 1 Lifeguard</p>	<p>134 135</p>

<p>Splash Session with Mats 2 Lifeguards minimum</p> <p>Sea Scooter Party/ Session/ Family Session 2 Lifeguards minimum</p> <p>Aqua Aerobics 1 lifeguard</p> <p>One off user groups Any group that is not listed above must be individually Risk Assessed and lifeguard levels clearly set.</p> <p>When Leisure Attendants rotate from Pool side they must ensure that a minimum of one leisure attendant is available in the 'old' building to assist with any emergency on pool side or an evacuation.</p> <p>5.1.2 Teaching Pool</p> <p>General Swim 1 Lifeguard</p> <p>Swimming Lessons 1 Lifeguard No Lifeguard required providing there is a Swimming teacher with the RLSS basic rescue award or National Pool Lifeguard Qualification.</p> <p>Pool Parties with mats 1 Lifeguard</p> <p>Parent & toddler 1 Lifeguard</p> <p>Aqua Babes 1 Lifeguard</p>	
<p>5.2 Lifeguard Training & Induction</p> <p>5.2.1 All lifeguards must hold the full National Pool Lifeguard Qualification (Units 1&2).</p> <p>5.2.2 All working lifeguards attend monthly lifeguard training and competency assessments as part of their normal working hours all part-time lifeguards are allocated T&CA sessions before any lifeguard shifts are issued</p>	

<p>5.2.3 The lifeguard training sessions take place on Monday afternoon from 1.30pm-3.30pm and Saturdays 3pm – 6pm (times may vary due to bookings)</p> <p>5.2.4 All sessions are duplicated throughout the month to ensure all lifeguards cover the same training content / syllabus.</p> <p>5.2.5 The lifeguard-training plan is found in section 15 of the lifeguard manual (H). It is a four-month rolling program covering the core subject syllabus of the NPLQ.</p> <p>5.2.6 Individual lifeguard training and competency records are kept in the General Managers office.</p> <p>5.2.7 A quick view A3 staff training and competency assessment attendance record is displayed in the Cash Office and signed each month by the Trainer Assessor showing attendance and to confirm that T&CA has taken place.</p> <p>5.2.8 Lifeguards returning to work who have not been part of the ongoing lifeguard-training plan must be thoroughly competency assessed before returning to poolside duties and then continue with the ongoing lifeguard training sessions.</p> <p>5.2.9 Any lifeguard who is not deemed competent by the onsite RLSS National Pool Lifeguard Trainer Assessor will be removed from poolside duties and given the required training until the required level of competency is reached. All further training will be recorded on the individuals training and competency record.</p> <p>5.2.10 Any lifeguards who has an unexpected absence from T&CA will be removed from Lifeguards duties. Until the relevant T&CA session is completed satisfactorily.</p> <p>5.2.11 In addition to the company standard lifeguard training and competency assessment there will be a 'B' session that takes place on a monthly basis. This session operates across all three Amber Valley Leisure sites and includes elements of the NPLQ unit 2 syllabus.</p> <p>5.3 Lifeguard Uniform and Equipment</p> <p>All lifeguards must wear the standard company lifeguard uniform. This consists of red and yellow shorts and T-shirt.</p> <p>Jumpers & tracksuit bottoms must not be worn on poolside.</p> <p>5.3.1 Lifeguard Appearance</p> <p>Lifeguard uniform must be clean and tidy with shirt tucked in at all</p>	
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times

5.3.2 Name badge must be worn at all times

5.3.3 All lifeguards must carry a whistle while carrying out lifeguard duties

5.3.4 No jewellery is allowed except for stud earrings

5.4 Lifeguard Communication Techniques

5.4.1 Whistle

- One short blast - draws attention of a bather or bathers.
- Two short blasts - draws the attention of another lifeguard.
- Three short blasts - indicates a lifeguard is taking emergency action.
- One long blast - indicates the pool to be cleared and attracts attention bathers.

5.4.2 Mobile Radio

5.4.3 All Leisure attendants should be in possession of a mobile Radio during their working shift.

5.4.4 It is essential that the Duty Manager is in constant contact with all Staff therefore they **MUST** be in possession of a mobile radio at all times.

5.5.5 It is important to ensure that the mobile radios are all on the correct frequency. All Staff when collecting a mobile radio should check that the radio is set to the correct frequency by communicating with other team members.

5.5.6 Any defects with mobile radios must be reported immediately to the Duty Manger, who must follow the defect reporting procedure.

5.5.7 All mobile radios must be signed out using the wipe board in the Cash office.

5.5.8 The Duty Manager must be informed when radios are returned.

5.5 Additional Responsibilities

5.5.1 A lifeguard is not just responsible to the facility operator but also to other members of the team at all times when on duty.

5.5.2 The lifeguard's position and attitude on the pool side can have an immediate influence on bather behaviour. A

<p>lifeguard patrolling the pool side who can make contact with bathers and show an interest in all around them will create an air of quiet efficiency which is more likely to have a positive influence on the behaviour of bathers. A lifeguard in uniform can clearly be seen as being in charge.</p> <p>5.5.3 Be alert, look alert.</p> <p>5.5.4 Do not consume any intoxicating drinks prior to or during your daily duty hours. It renders you incapable of performing your duties.</p> <p>5.5.5 Read and conform to all notices and memoranda that affect you, check all apparatus and cleaning equipment before making available to the public or using yourself.</p> <p>5.5.6 Report promptly all faults, repairs and maintenance jobs to the duty officer and enter into the non-conformance file.</p> <p>5.5.7 Staff must be fully aware of the location of all emergency/first aid equipment and ensure its correct operational positioning at all times.</p> <p>5.5.8 Lifeguards must be fully conversant with all the bather guidelines and ensure that they are adhered to at all times.</p> <p>5.5.9 For all pool equipment, testing and cleaning procedures, please refer to their specific instructions.</p> <p>5.5.10 Lifeguards must, at all times, act in a professional and courteous manner, in order to reflect the service offered by DC Leisure.</p> <p>5.5.11 Above all, lifeguards should use their common sense and discretion at all times.</p> <p>5.5.12 All lifeguards have a responsibility to provide a safe and enjoyable environment in which the public can swim. As such it is essential all the above recommended guidelines concerning pool supervision are followed.</p> <p>5.5.13 All staff must be fully conversant with the Normal Operating Procedures (NOP) and Emergency Action Plans (EAP) and act accordingly in the event of an emergency.</p> <p>5.5.14 When on a poolside breaks, carry out the cleaning duties on the leisure attendant cleaning rota.</p> <p>5.5.15 Help with any customer queries.</p>	
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5.5.16 Help the duty manager.

5.6 Staff Sickness

5.6.1 In the event of staff illness all employees should phone in sick at their earliest convenience to allow appropriate cover to be arranged. When phoning in sick the Duty manager on site should be spoken to by calling the Duty Manger Phone on 07738697031.

5.6.2 When an employee phones in sick the relevant cover will need to be found by the Duty Manager so normal service can continue.

5.6.3 If unable to arrange cover for the vacancy, members of staff may need to act in different roles as directed by the Duty Manager working as a lifeguard. If the vacancy can not be covered effectively which results in jeopardising Health and Safety this may result in areas of the building being closed as instructed by the Duty Manager on site in consultation with the General Manager.

6.0 Lifeguard Zones & Positions

- 6.1.1 All positions rotate every 30minutes around Main Pool & Teaching Pool, the first position is always the Lifeguard High Chair.
- 6.1.2 There are 3 Lifeguard positions during normal opening hours (General Swim sessions) of both Pools.
- 6.1.3 Lifeguards must use the extensive zoning method of supervising when supervising both individual pools.
- 6.1.4 Lifeguard 1 – would be positioned in the Lifeguard high chair.
Lifeguard 2 – Positioned on the opposite side of the main pool to lifeguard 1 and at the deep side of the steps.
Lifeguard 3 – Positioned on the Teaching Pool positioned in the chair.
Lifeguard 4 – When required positioned at the deep end of the Main Pool.
- 6.1.5 Should the Main Pool exceed 60 swimmers then a third Lifeguard would position themselves at the deep end of the Main Pool.
- 6.1.6 **At no point should the lifeguards come together other than when making a rescue.**
- 6.1.7 The Lifeguard Zones and positioning can be seen in Appendices 1.1 – 1.5. Lifeguard Zones.

7.0 Lane Ropes

- 7.1.1 Lane ropes, should be put in/out during the times stated but care should be taken when positioning.
- 7.1.2 When lane ropes are in the pool, the appropriate signs must be displayed and the slow lane must be nearest to the edge of the pool.
- 7.1.3 Lane ropes must be put into position by a minimum of 2 off rota Lifeguards/ or Duty Manager.
- 7.1.4 When lane ropes are put into position the area must be clear of bathers.

See Safe systems of Work section 6, Health & Safety Management File.

<p>8.0 POOL WATER MANAGEMENT</p> <p>8.1 Bathing Load</p> <p>8.1.1 The maximum bather load (a measure of the number of people in the pool) at any one time for the Main Pool is 104 bathers. This is known as the instantaneous bathing load.</p> <p>8.1.2 The maximum bather load at any one time for the Teaching Pool is 30 bathers.</p> <p>8.2 Pool Dimensions</p> <p>8.2.1 The Main Pool is 25 metres in length and 12.5 metres in width. The depth ranges from 0.9 metre at the shallow end to 2.0 metres at the deep end.</p> <p>8.2.2 The Teaching Pool is 12.5 metres in length and 7.0 metres in width. The depth ranges from 0.75 metres at the shallow end to 0.9 metres at the deep side.</p> <p>8.3 Water Volume</p> <p>8.3.1 The water volume of the Main Pool is 453.12m³.</p> <p>8.3.2 The water volume of the Teaching Pool, taking into account the steps into the pool, is 71.75m³.</p> <p>8.4 Circulation Rate</p> <p>8.4.1 The circulation rate is defined as the flow of water in m³/h to and from the pool through all the pipework and treatment system.</p> <p>8.4.2 The circulation rate of the Centre's Main Pool is 176.80m³ / hour.</p> <p>8.4.3 The circulation rate of the Centre's Teaching Pool is 51.00m³ / hour.</p> <p>8.5 Turnover Period</p> <p>8.5.1 The turnover period is the time taken for a volume of water, equivalent to the entire volume of the pool, to pass through the plant and return back to the pool.</p> <p>8.5.2 The turnover period for the Centre's Main Pool is 2 hours 30 minutes.</p>	Ref: PWTAG
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8.5.3 The turnover period for the Centre's Teaching Pool is 1 hour 30 minutes.

8.6 Progressive Dilution

8.6.1 Disinfection and filtration will not remove all pollutants in the water. So, the design of a swimming pool recognises the need to dilute the pool with fresh water.

8.6.2 Diluting the Main Pool at the recommendation of 30 litres per bather per day gives 18,720 litres, or 131.04m³ per week.

8.6.3 Diluting the Teaching Pool at the recommendation of 30 litres per bather per day gives 5,400 litres, or 37.80m³ per week.

8.7 Surface Water Removal

8.7.1 Some unsightly, unhealthy matter remains on the surface of the water, and can be a source of potential infection. The Centre's pools are designed with overflow channels (commonly known as scum channels). Surface water enters these channels and flows to the suction side of the circulation pumps. This system removes about 10% of the circulation flow. Duty Managers and Leisure Attendants are trained to ensure that the pool water is always level with the edge of the overflow channel, so that water can be uniformly displaced into them,

8.8 Disinfection and Monitoring Chlorine Levels

8.8.1 An alkaline, Calcium Hypochlorite (HTH), is utilised to provide a disinfectant residual in both pools. This is diluted with water to no more than a 3% solution (6kg solid in 200 litres water) and is automatically dosed into the pool from a day-tank.

8.8.2 Free chlorine is a measure of the chlorine that is available for disinfection. It should be at the lowest level that gives satisfactory microbiological quality. Lower residual chlorine levels of 0.5 – 1.0mg/l are required to maintain a residual. The following recommendations should be adhered to at all times:

- a) free chlorine residuals above 2mg/l should not be necessary unless bathing loads are extremely heavy;
- b) free chlorine residuals above 3mg/l are unlikely to be necessary and chlorination should be reduced;
- c) above 5mg/l free chlorine, chlorination should be stopped immediately;

d) above 10mg/l free chlorine, bathing should cease.

8.8.3 A test of free chlorine levels is carried out at approximately three-hour intervals, at least five times during the Centre's normal opening hours. This is carried out by an appropriately trained Leisure Attendant.

8.8.4 Combined chlorine is a measure of chlorine which has reacted with ammonia based pollution in the water. **Combined plus free chlorine is called total chlorine.** A test of combined chlorine is undertaken at the same time as the test for free chlorine and the combined chlorine residual should be less than the free chlorine, ideally half or less.

8.8.5 If it is necessary to reduce the free chlorine residual in the pool because of accidental overtreatment, then a final solution is that sodium thiosulphate can be used. This must be mixed into a watering can of water and poured over the surface of the pool (with no bathers present). The pool should then have one turnover period (see 8.5) before bathers are allowed to return – after checking that the chlorine residual is satisfactory.

8.8.6 pH

8.8.6.1 The pH value of the water indicates whether it is acid or alkaline, or neither, in which case it is said to be neutral. As the Centre operates with chlorine-based systems, a range between 7.2 – 7.8 is considered acceptable, though the range of 7.2 – 7.4 is preferred to optimise disinfection.

8.8.6.2 An acid (carbon dioxide) is used to maintain pH levels within the acceptable range. This is a gas that is automatically dosed into the pool and is controlled by an automatic dosing system.

8.8.6.3 A test of pH levels is carried out at approximately three-hour intervals, at least five times during the Centre's normal opening hours. This is carried out by an appropriately trained Leisure Attendant.

8.9 Water Balance

8.9.1 A balanced water is, technically, neither scale forming nor corrosive. To indicate water balance, a Langelier test is carried out on a weekly basis by an appropriately trained Duty Manager to determine whether the water is corrosive or scale forming.

8.9.2 A positive Langelier Index 0.0 to 0.5 or above indicates the water is scale forming.

8.9.3 A negative Langelier Index 0.0 to -0.5 or below indicates the water is corrosive.

8.9.4 **Dissolved solids**

8.9.4.1 Total dissolved solids (TDS) is the sum of the weight of soluble material in the water. TDS should not be allowed to rise to more than 1000mg/l above the TDS of the mains source water. Weekly backwashing of the pools' filters by the Centre's Technician limits the increase in TDS.

8.9.4.2 A test of TDS levels in both pools is carried out on a weekly basis by an appropriately trained Duty Manager.

8.9.5 **Alkalinity**

8.9.5.1 The total alkalinity of water is a measure of the alkaline salts dissolved in it. The higher the alkalinity the more resistant the water is to pH value change: the alkalinity buffers the water.

8.9.5.2 A test of total alkalinity levels in both pools is carried out on a weekly basis by an appropriately trained Duty Manager. This should be maintained within the absolute range of 75mg/l and 250mg/l. As the Centre uses calcium hypochlorite as a residual disinfectant, ideally the level should fall within the range of 80mg/l and 120mg/l.

8.9.6 **Hardness**

8.9.6.1 The total hardness of water is a measure of all its calcium and magnesium salts. Calcium hardness is that part of the total hardness consisting of calcium salts.

8.9.6.2 A test of calcium hardness levels in both pools is carried out on a weekly basis by an appropriately trained Duty Manager. If the level is below about 40mg/l, the water may be corrosive. A protective scale should start to form by about 75 to 150mg/l, so there should be no need to maintain levels above this.

8.10 Managing Infections

8.10.1 Release of faeces into the pools

8.10.1.1 If the release is a solid stool, it should simply be retrieved quickly and the scoop disinfected. As long as the pool is in other respects operating properly (disinfectant residuals etc.) no further action is necessary. It might be necessary to temporarily clear bathers from the pool whilst the stool is removed, entirely at the discretion of the Duty Manager.

8.10.1.2 If the release is runny (diarrhoea) the pool should be cleared of bathers immediately and the following procedure followed:

- a) residual disinfectant levels are maintained at the top of the recommended range (3.0mg/l);
- b) the pool is vacuumed and swept;
- c) using a flocculent (Polyaluminium Chloride), the water is filtered for six full turnover cycles (15 hours for the Main Pool, 9 minutes for the Teaching Pool);
- d) the filters are backwashed;
- e) only after the above can the pool be re-opened.**

8.10.2 Keeping diarrhoea out of the pool

8.10.2.1 The following practical actions should be taken to help prevent faecal release into pools:

- a) children under the age of six months are discouraged from swimming, where they may in any case find the temperatures and chemicals irritate their sensitive skin;
- b) babies and young children are instructed to wear special baby swimming trunks, which are available to purchase at the Centre's reception.

8.10.3 Release of vomit and/ or into the pools

8.10.3.1 In the event of vomit being discharged into either pool, the procedure for dealing with a release of solid stool into the pool should be followed (see 8.10.1.1).

8.10.3.2 In the event of blood being released into either pool the procedure for vomit should be followed.

8.10.3.3 Customers must leave the Pool Hall while any cleaning and removal of any vomit or sick is being cleared from the pool.

8.10.3.4 The Duty Manager must control the re-admittance of swimmers and must arrange any compensation if necessary.

8.10.4 Cryptosporidium and Giardia

8.10.4.1 These are microscopic organisms that can cause diarrhoeal illness. They are relatively resistant to chlorine disinfectants. As they are larger than bacteria they are more susceptible to flocculation and filtration so a flocculent (Polyaluminium Chloride) is added to the pool water to aid filtration and therefore help to filter out cryptosporidium and giardia.

8.11 Microbiological Monitoring

8.11.1 Bacteriological sampling of pool water is undertaken on a monthly basis. The Contract's Technical Manager takes a sample of water from both pools and sends these for microbiological testing by a UKAS accredited laboratory.

8.11.2 Guidelines for routine microbiological samples (taken monthly):

- a) colony count (at 37°C for 24 hours) should not be more than 10cfu/ml;
- b) total coliforms should be absent in a 100ml sample. Less than 10 per 100ml is acceptable provided there is no E. coli, the colony count is less than 10cfu/ml and the residual disinfectant concentration and pH values are within the recommended ranges;
- c) Escherichia coli (E. coli) should be absent in a 100ml sample;
- d) Pseudomonas aeruginosa should be absent in a 100ml sample.

8.11.3 Where there is evidence of gross contamination, the pool(s) will be closed to the public immediately to prevent illness in pool users. The following should be considered as gross contamination:

- a) greater than 10 E. coli per 100ml in combination with:
 - 1) an unsatisfactory aerobic colony count (greater than 10 per ml); and/or
 - 2) an unsatisfactory P. aeruginosa count (greater than 10 per 100ml); and
- b) greater than 50 P. aeruginosa per 100ml in combination

with high aerobic colony count (greater than 100 per ml).

8.12 Heating and Air Circulation

8.12.1 Pool water temperature

8.12.1.1 The water temperature of the Main Pool is maintained between 28 and 29 degrees centigrade. The industry recommendation states that a leisure pool such as the Centre's Main Pool should operate at no more than 29°C.

8.12.1.2 The water temperature of the Teaching Pool is maintained between 29 and 30 degrees centigrade. The industry recommendation states that a pool such as the Centre's Teaching Pool, which is used for babies, young children and the disabled, should operate at no more than 30°C.

9.0 Detailed work instructions	MHSISP ref:
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Index

Building check sheets

EARLY	Duty Manager Building Check including Zone Data Recording	9.1.1
LATE	Duty Manager Building Check including Zone Data Recording	9.1.1
	Pool Health & safety Check sheets	9.1.2
	Daily Fitness Gym Cleaning/ Maintenance schedule	9.1.3
	Weekly Fitness Gym Cleaning/ Maintenance schedule	9.1.4
	Weekly cleaning schedule	9.1.5
	Use of Photographic Equipment	9.1.6
	Management of Main Pool Disinfection	9.1.7
	Management of Water Disinfection	9.1.8
	Dealing with snow & grit	9.1.9

Copies of the above documents can be seen in the operations file

9.1.1 DUTY MANAGER Building Check document

Refer to operation file section 13.

9.1.2 POOL HEALTH & SAFETY Check document

Refer to operation new check sheet file section 4

9.1.3 FITNESS INSTRUCTOR WEEKLY CHECK LIST SHEET

Refer to operation file section 13

9.1.4 SOFT PLAY MONTHLY CLEANING CHECK LIST SHEET

Refer to operation new check sheet file section 6

9.3 USE OF PHOTOGRAPHIC / FILMING EQUIPMENT

Refer to manual F company standards N.O.P section 8

9.4 MAIN POOL

Refer to Technical manual Section 5
& displayed by test point in water treatment room.

9.5 Snow and grit

Refer to Manual F section 5 Company standards number 7.

9.6 Cleaning Procedures

9.7 All pool cleaning should be carried out in accordance with the Cleaning Instructions and COSHH regulations. See COSHH Manual/Data sheets located in Manual D.

8.7.1 When cleaning (making the floor wet ,etc.) lifeguards should make sure slippery floor wet signs are placed in an appropriate and visible area in relation to the hazard. Where possible cleaning of floors should be carried out away from the Public.

9.7.2 Signs are to be placed at both ends of the area before cleaning the floor.

9.7.3 Lifeguards must check the changing rooms for litter before continuing to clean with squeegees.

9.7.4 It is important when walking around the changing rooms that the lockers are closed not left open and if items are found inside the locker, they must be shut.

9.7.5 The gullies must then be cleaned and drain covers must be cleared of any dirt using the appropriate equipment.

9.7.6 Lifeguards and Cleaning Staff must ensure the toilets are clean and tidy, and both toilet paper and soap containers are filled up, ready for public use.

9.7.7 The cleaning cupboards and store doors **must** be locked at all times to prevent unauthorised access.

10.0 First-aid supplies and training

First Aid Room

10.1.1 There is a direct phone line in the first aid rooms to call the emergency services if required.

10.1.2 If an ambulance is required, a member of staff must meet the ambulance and direct them to park directly outside the First Aid Room Exit to the side of the building and ensure there is no restriction to access. See EAP – Emergency services section.

10.2 Contents of First Aid Box (minimum)

- One packet (35) airstrip
- Six Propax medium dressings
- Two Propax large dressings
- Three Propax extra large dressings
- Six sterile disposable triangular bandages
- One first aid guidance leaflet
- Six safety pins
- Two sterile eye pads
- One resuscitation pack / pocket mask
- Gloves

10.3 Location of First Aid Equipment and box's

- FA1 First Aid room (Pool side)
- FA2 Reception
- FA 3 Defibrillator and First aid box (Cash Office)
- FA4 Gym
- FA5 Plant room
- Body fluid disposal kit First Aid room
- Body fluids disposal bin First Aid room
- Sharps disposal unit First Aid room
- Spinal board Pool side
- Chemical spillage disposal kit Plant room

10.4 FAWW qualified staff

- All Duty Managers must hold the full 4 day first aid at work

qualification.

- All qualifications are recorded within section 12 of manual A.
- The minimum number of qualified staff on duty is one.
- Suitable cover must be found as and when required. The building cannot operate without a qualified first Aider on duty.

10.5 First Aid equipment checking

All first aid equipment will be checked on a weekly basis see manual A section 12,

The defibrillator will be checked on a daily basis and recorded on the Duty Managers building checklist.

10.6 Accident reporting

The accident report forms are kept in the Duty Manager Office. All accidents involving both members of the public and staff must be reported immediately to the shift Duty Manager.

All relevant sections of the accident form must be completed then handed to the Duty Manager, who will then check and complete a RIDDOR if required.

11.0 Details of alarm systems and emergency equipment, maintenance arrangements

11.1 Poolside emergency equipment

- 1 X Spinal board
- 3 x Torpedo buoys (worn by Lifeguards)
- 2 x Throw Rope
- 4 x Throw bags

11.1.2 Poolside assistance alarm

11.1.3 The Pool emergency alarm is an intermittent siren that sounds around 'old build' the alarm is also heard behind Reception in the 'new site'. When this is sounded all available Staff are to make their way to pool side in a safe and quick manner. Reception staff must communicate with all staff via mobile radio and ensure they are instructed to go immediately to Pool side. See EAP for emergency action.

11.2 Fire alarms

11.2.1 The main panel for the fire alarm system is situated in the 'new site' Foyer and 'old site' foyer.

11.2.3 If the evacuation alarm is activated implement the Emergency Action Plan

11.2.4 See Fire Manual C for location of fire extinguishers, break glass points, testing systems and procedures.

11.2.5 The fire alarm is a voice activated signal that instructs all Customers And Staff to leave the building by the nearest exit. Staff should assist Customers but not put themselves in any danger.

11.3 Disabled toilet alarms

11.3.1 The red long cord can be pulled which will then activate the alarm which will then sound on the panel in reception & the light will be activated outside the toilet door, (as above). Weekly alarm checks are completed by the AM Duty Manager.

11.5 Testing the alarms

The poolside assistance alarms and emergency cut off points are tested everyday before the centre opens to the public & recorded in the Pool Health & Safety log book the Duty Managers daily check sheet ensures that the shift Duty Manager ensures all necessary inspections are completed and documented.

The evacuation alarm is tested weekly & recorded in the fire manual.

11.6 Defective Alarms

Should any defects be discovered the Duty Manger must be immediately informed and the opening of the particular area cease. The defect must be reported to the appropriate contractor and the defect must be rectified.

In the event of the evacuation alarm not operating the SIMP procedure must be activated and the building must not be opened. Staff members should not be allowed to work in the premises but be present in a safe location until the problem is rectified.

NON – POOL PROCEDURES

12.0 Building Check Procedure

12.1 William Gregg VC Leisure Centre is inspected on a Daily basis by the Duty Manager's on duty. A daily building check is conducted by the Am Duty Manager, who inspects all areas of the centre.

12.1.1 From the building check additional cleaning/Maintenance jobs may be issued to the relevant personnel. The Pm Duty manager inspects key areas of the centre, and again cleaning/Maintenance tasks may be issued.

12.1.2 Zone data reporting is completed by the Maintenance Technician and the Duty Manager team. These sheets are a requirement of the DC Leisure/ Amber Valley Leisure PFI project. The records may be inspected by the Amber Valley Borough Council Client Officer. The records are completed by the Site Maintenance Technician from Monday – Friday on the Am checks.

12.1.3 The Pm Zone data checks and weekend checks are to be completed by the shift Duty Manager. The recorded checks must be carried out by the Shift Duty Manager should the Maintenance Technician be on Annual leave, attending training/ meetings or on sick leave.

13.0 Defect Reporting & Corrective Action Log

13.1 Any defects must be reported immediately to the shift Duty Manager who then logs the defect and reports it to the relevant staff member or contractor.

13.1.1 Any defect causing a potential hazard to staff or customers must be rectified immediately or the equipment removed or made safe. A defective equipment area is situated in the Main plant room; where safe to do so all defective equipment should be taken to this point.

13.1.2 The Corrective Action Log is situated in the 'Duty Manager Office'. All defects must be entered into this log and the Maintenance Technician informed of the defect.

13.1.3 Should the issue fall within the Zone Data requirement the rectification time is essential and the defect must be rectified within the prescribed time scale. (see Zone Data performance monitoring sheets).

ALL Defects must first be reported to the Maintenance Technician.

14.1 Contractors Procedure

14.1.1 All contactors/Visitors are required to first meet with the Duty Manager and/ or the Site Technician and sign the contactors/ Visitors log upon arrival/ Departure.

14.1.2 The Contactors signing In/Out book is stored behind Reception and must not be moved from this point. All Contractors attending site must be aware of on site arrangements for; Emergency procedures, Fire and Evacuation procedures, First aid provision, Incident/Accident reporting. All these areas are covered in the Contractors signing In/out book.

14.1.3 In certain circumstances it may be necessary to issue Contractors with a mobile radio, in this instance brief training must be given.

15.0 Fire Assembly Point

15.1 There are 2 Fire Assembly point at William Gregg VC Leisure Centre, they are situated at the top of the Main Customer Car Park and must be used in all evacuations where possible. The second fire assembly point is to the rear of the 'old Pool hall' (both assembly points are labelled by signs)

15.1.2 The only exception to this is in exceptional circumstances, where the assembly points are not safe to holding area.

For evacuation procedures see Emergency Action Plan.

16.0 Room Dimensions & Capacities

16.1 Main Sports Hall

Dimensions 30 x 15 metres

Maximum capacity 400

16.1.2 Aerobic studio

Dimensions 14 x 9 metres

Maximum Capacity 40

16.1.3 Fitness Gym

Dimensions 16 x 13 metres

Maximum Capacity 65 (including people on fitness equipment)

16.1.4 Multi function Room

Dimensions 16 x 9 metres

Maximum capacity 100

17.0 Kinetika Gym

17.1 Staff

17.1.1 All staff working within the fitness studio must be at least qualified to reps level 2 or 3 in order to advise and carry out appointment on the gym floor. It is each instructor's responsibility to keep their qualification up to date and must hold a valid first aid certificate. Where needed NVQ training may be provided depending on the level of the instructor as stated in Kinetika operating manual section 2.1

17.1.2 Instructors performance is monitored via Team appraisals on a weekly basis and individual appraisals on a weekly basis. These are then filed away with the relevant instructor training file.

17.1.3 FM ensure that there is an adequate amount of staff to cope with the amount of members on the gym floor and that the appropriate qualified staff for extra programming e.g. GP referral, junior training etc. A review should take place periodically taking into account seasonal fluctuation and patterns. Cost control is equally important consideration should be taken to ensure that there are not any under/over supervised periods.

17.2 Kinetika Journey

17.2.1 Each new member will enter the Kinetika journey unless they opt for a fast track induction. The Kinetika journey is broken down in to five appointments and at the point of sale the gym member will be booked in for their first 2 appointments but must first complete a valid par-q.

17.2.2 The complete Kinetika journey procedure is detailed in the Kinetika operating manual section 2.5 but the appointments should cover cardiovascular and resistance programming and making the programme specific to the member.

17.2.3 For casual users or new members wishing to join quickly they can enter the fast track programme the induction will involve a programme designed to cover cardiovascular and resistance training as well as programme design and gym etiquette

17.2.4 Instructors are responsible for seeing that exercise is conducted with optimum safety .Therefore each client must be screened before commencement of an exercise program and provide a valid Par-Q upon a positive Par-Q the customer is given a letter to take to their doctor and needs to be returned prior to any appointment.

17.3 Maintenance Check procedures

17.3.1 Cleaning and maintenance checks are done on a daily basis by the instructor on shift these are broken down into daily weekly and monthly tasks and once the job is complete the relevant check is signed of. It is the

responsibility of Senior Instructor to make sure tasks are completed and up to date in absence of the senior instructor the Fitness Manager will ensure the tasks are being done.

17.3.2 Any defects or faulty equipment must be reported to the maintenance technician or shift Duty Manager/Fitness Manager the equipment must be put out of use immediately the equipment must be removed or made safe either by removing the equipment or removing the power supply. In addition the out of order signage must be placed on the equipment and secured on to machine.

17.3.3 In case of a defect a list of all the equipment manufacturers is kept with each having its own service call log sheet this enables any member of staff who needs to deal with the situation to contact the relevant manufacturer to correct the defect as quickly as possible.

17.3.4 An up-to-date inventory is kept for all gym equipment and is reviewed when any changes are made by the Fitness Manager.

17.4 Specialist Gym sessions.

17.4.1 GP referral sessions are co-ordinated by the on site by the GP referral co-ordinator onsite. They will provide sessions for clients that are considered high risk and low risk the classifications are set out by the PCT therefore all co-ordinators must be qualified and hold a valid BACR qualification.

17.4.2 Low risk sessions may be run by a fitness instructor providing they have a GP referral qualification that is recognised by REPS and therefore must be level 3 on reps. a full Protocol for GP referral can be found in the Kinetika operating manual appendix 27.

17.4.3 Junior sessions 11- 16 must be run by either a reps level 2 instructor with CYQ in children's fitness or a reps level 3 instructor. During teen sessions they must be fully supervised no inductions are to be undertaken during these sessions. Sessions must be ideally supervised to a 1 instructor to 8 junior's ratio.

17.4.4 11-16 year olds must have a valid Par-Q, induction and written consent from a parent /guardian before they are allowed to attend junior sessions. A full breakdown of the junior policy can be found in the Kinetika operating manual 2.11.

18.0 Condition of hire to outside organisations.	MHSISP ref:
Effective and safe arrangements for supervision	135

D C LEISURE MANAGEMENT LIMITED
AND SUBSIDIARY COMPANIES

1. INTERPRETATION

- a. "Agreement" shall mean the agreement for hiring, signed by or on behalf of both the Company and the Hirer.
- b. "Booked Period" means the period of any day or days reserved by the Hirer.
- c. "Centre" means any part of any recreation facility under the control of the Company and including its grounds, car parks and access roads.
- d. "Company" means D C Leisure Management Ltd and its subsidiary or associated companies, and any officer authorised to perform any particular duty.
- e. "Hirer" shall mean the person or persons signing the agreement or the Company or organisation on whose behalf the agreement is signed.
- f. "Hire Period" means the period during which one or more bookings have been made and confirmed; the time period on each booked occasion includes the removal from stores, setting up, dismantling and returning to stores of any equipment.
- g. "Manager" includes the Duty Managers or Operations Manager and any other member of staff authorised by them to perform any particular duty.
- h. "Major Event" definition. A major event is defined as any booking in excess of four hours duration (outside of a normal domestic swimming gala).
- i. "Minor Events". All other bookings shall be considered as Minor Events.
- j. "Organisation" shall mean the Company or Organisation for whom the Hirer works or is employed.
- k. "Seasonal Block Bookings" shall mean bookings of an annual or recurring nature.
- l. "Series Of Lets" shall mean ten or more sessions for the same sport or activity taking place at the same centre with an interval between each session of a least one day and not more than fourteen days. The facilities are let out to a school, club association or an organisation representing affiliated clubs or constituent associations (such as a local league) and the person to whom the facilities are let has exclusive use of them during the sessions.

2. HIRER'S RESPONSIBILITY

The Conditions of Hire as set out below shall remain in force until such time that the Hire Period has been completed. Should the Hirer cease to work for or be employed by the Organisation before the Hire Period has been completed then the Hirer shall immediately advise the Manager that he no longer acts as Hirer for the Organisation and the Organisation will

immediately provide a new Hirer authorised to sign a new Conditions of Hire Agreement. Failure to provide a new Hirer may result in the Hire Period being cancelled by the Manager.

3. CORRESPONDENCE

All correspondence shall be addressed to the Manager at the relevant Centre.

4. BOOKINGS/PAYMENTS

Organisations must make an application in writing on the appropriate form, which may be obtained from the relevant Centre, at least 28 days before the date required for hire. Seasonal Block Bookings may not exceed the period specified by the Company. The Company reserves the right to refuse any application for any hiring.

5. VENUE

In all correspondence and advertising, the Centre shall be referred to.

6. HIRING FEE

The Hiring Fee for use of facilities shall be determined by the Company. The Company reserves the right to alter charges without notice up to the time of confirmation of the booking by the Company.

7. ADMISSION

a. The Manager will advise the Hirer of the maximum number of admissions that will be allowed for any event. Under no circumstances will the Hirer or Organisation allow the maximum number of admissions to be exceeded.

b. Any person may be required to produce evidence of membership of an organisation using the premises.

c. If such evidence cannot be produced, a separate admission fee will be charged.

The Manager may refuse the admission of any person, or may require any person to leave the Centre without giving a reason for doing so, whether or not that person is a valid member of an affiliated organisation hiring the Centre.

8. PAYMENT

Payments shall be made as follows:-

a. Organisations will be invoiced for the Hire Period as specified by the Manager.

b. Payment to be made to the Centre holding the booking.

c. Payment must be made within the time specified when making the booking. This will be confirmed on the sale invoice.

d. Payment will be required prior to the Hire Period beginning.

9. CANCELLATION BY HIRER

If a Hire Period is cancelled by the Hirer or Organisation for any reason then the following rebates on the hiring fee will apply.

- a. For a cancellation within seven days or less before the Hire Period; 100% of the total hiring fee to be paid.
- b. For a cancellation between eight and fourteen days before the Hire Period : 50% of the total hiring fee to be paid.
- c. For a cancellation between fifteen and twenty eight days before the Hire Period : 20% of the total hiring fee to be paid;
- d. For a cancellation twenty nine days or more before the Hire Period : no cancellation charge will be incurred.
- e. As a Series Of Lets are exempt from V.A.T. the series is to be paid for as a whole. In the event of a cancellation part way through the booking a charge for V.A.T. on the sessions that have already taken place will be made to the Hirer. In addition a cancellation charge based on 9a, 9b, 9c and 9d will be made to the Hirer for the outstanding proportion of the cancelled sessions.
The above charges will be levied irrespective of whether facilities are subsequently rehired. In addition any other payments which have been made by the company in association with the Hire Period will be levied against the Hirer.
Repayment of booking fees or any percentage thereof is in accordance with provisions of this paragraph and will only be made if the cancellation is made in writing and received at the Centre prior to the booking date and within the periods specified above.

10. CANCELLATION BY THE COMPANY

- a. The Company reserves the right to cancel any Booked Period or Hire Period and to end a Hire Period at any stage during it.
- b. The Hiring Fee already paid in respect of any period cancelled or terminated under 10a. (above) will be refunded.
- c. The Company will not be responsible for expenditure undertaken or loss incurred, by the Hirer in connection with a cancellation or termination under 10a. (above).
- d. The use of certain facilities within a Centre during a Hire Period may be prohibited and/or varied by the Company at any time and for whatever reason.

11. EQUIPMENT TO BE BORROWED OR HIRED

The Hirer shall agree with the Manager, not less than 14 days prior to the Booked Period the equipment required to be used during the Booked Period. If available, the Company will provide the equipment at the applicable rate of hire. Should the Company be unable to provide the required equipment, the Hirer may with the Manager's agreement be allowed to bring their own equipment to the Centre in which case use of that equipment will be the sole responsibility of the Hirer.

12. DAMAGE TO OR LOSS OF PROPERTY

Unless caused by its own negligence the Company accepts no liability for damage to, or loss of, any property or articles or things whatsoever, placed or left in the Centre or any part thereof, by an organisation, or member of any organisation, or any individual attending any Minor or Major Event.

13. PORTABLE ELECTRICAL APPLIANCES

No portable electrical appliance is to be brought into the Centre and used in the Centre without the prior agreement of the Manager. Any such appliance must have been inspected beforehand in accordance with current Institution of Electrical Engineers Regulations and bear a dated sticker, or other endorsement to that effect.

14. PROPERTY LEFT AT THE VENUE

The Company may remove and store any property left by the Hirer after the termination of the booking. If after receiving notice, the Hirer fails to collect the property within 7 days, the Company may dispose of the property without further notice to the Hirer.

15. DAMAGE CAUSED

The Hirer shall on demand pay to the Company, the reasonable amount incurred by the Company in repairing or replacing as appropriate together with the Company administration fee of 10% of the repair or replacement cost, any damage to the fixtures, fittings, apparatus, equipment, furniture or other contents thereof, by a person participating at the invitation of the Organisation in the use of the facilities or premises (fair wear and tear excluded). The amount of such damage shall be certified by the Company whose decision shall be final.

16. INDEMNITY

The Hirer shall indemnify and keep indemnified the Company against all claims, demands, action or proceedings in respect of death of, or injury without limit to, any person or damage to or direct or indirect loss or damage to property belonging to any person during the course of, or in consequence of the hiring unless caused by the Company's negligence.

17. INSURANCE

- a. It is advisable for the Hirer to take out third party liability insurance with an insurance company of repute, to cover loss of or damage to property (whether the Company's or belonging to an individual) and injury or death of any person caused by the Hirer's negligence during the Hire Period or in connection with it.
- b. The Hirer must satisfy themselves that the level of cover insured for will protect them from any potential claim. Such cover would not normally be less than £2 million however it is for the Hirer's to fix the amount of cover required.
- c. The Hirer is notified that the Company's insurance does not extend to property brought onto the premises in connection with the Hire, in respect of fire, theft, loss or any other damage.
The Hirer should make separate insurance arrangements in respect of such matters.

18. FIRST AID INCIDENT OR OTHER EMERGENCY INCIDENT

- a. In the event of accident, incident and/or injury, the Hirer will at once alert a member of the staff of the Centre, who will take the appropriate action.
- b. A Hirer may be requested to provide additional first aid cover for larger events; this must be provided by a recognised organisation, e.g. St. Johns Ambulance, British Red Cross Society.
- c. All first aid treatments, incidents and emergencies must be recorded in accordance with the Company's current procedures.

19. INFRINGEMENT OF COPYRIGHT

The Hirer shall indemnify and keep indemnified the Company against all claims, legal fees, court fees, damages, demands, action and proceedings in respect of any infringement of intellectual property rights by an unauthorised public performance or use of recording apparatus or contrivance at the Centre by the Hirer or his agent.

20. BROADCASTING AND FILMING RIGHTS

No Hirer booking the Centre may grant broadcast (sound or television) or filming rights without prior written consent of the company. As a pre-requisite of consent being given, the company reserve the right to take part in any negotiations, to be party to the terms and conditions of any agreement reached and to take all or share any income and publicity derived therefrom.

21. GRAMOPHONE RECORDS AND PERFORMANCE

The Hirer shall not play or permit to be played gramophone records, compact discs, radios or tape recorders in the Centre, or perform any work, which will infringe the rights of any third party in intellectual property. The Hirer shall obtain beforehand, and provide a copy to the Manager, all proper licences in respect of such broadcasts or performances. Any unlicensed or unauthorised performance or broadcast that attracts a penalty will be the sole responsibility of the Hirer who will forthwith indemnify and keep indemnified the Company.

22. PHOTOGRAPHS AND VIDEO RECORDINGS

Photographs for professional use and publication thereof must not be taken without the express prior permission of the Manager. The use of video recording equipment is not allowed without the express prior written permission of the Manager.

23. ADVERTISING

The Hirer shall not advertise or publicly announce any event to take place at the Centre without the prior, written approval of the Manager. The Hirer shall submit proofs of all intended advertising to the Manager prior to publication for his authorisation.

24. CATERING

The Company reserves to itself or its agents the right of sale of all refreshments in the Centre. The Hirer shall make arrangements with the catering Manager for any special catering requirements not less than 14

days before the Booked Period. Nothing must be done by the Hirer to break the provisions of the Food Safety Act 1990, as they apply to the Centre. The Manager will provide instructions to the Hirer concerning food and/or drink brought onto the premises and made available for consumption by other.

25. SALE OF GOODS

The Hirer shall not without the prior consent in writing of the management sell or supply or permit any other person to sell or supply or offer for sale goods of any kind in the Centre during the Hire Period.

26. INTOXICATING DRINKS

The Hirer is not permitted to arrange for, or permit, the sale or consumption of alcohol on the premises of the Centre, without the prior, written permission of the Manager. If such permission is given, the Hirer will be told of any licensing applications or permissions that must then be sought and granted by the authorities, prior to the sale or consumption of alcohol to which it relates.

27. NOTICES

The Hirer shall not display any notices or decorations (internal or external) without the express permission of the Manager.

28. ALTERATIONS TO FITTINGS

The Hirer shall not alter or interfere with any equipment or fittings of the Centre or structure thereof.

29. GAMBLING

The Hirer shall not hold, or permit to be held any sweepstake, raffle or other lottery on the premises during the hire, other than one which is permitted by law (and registered if the law requires) and has the prior written permission of the Manager.

30. RULES FOR USERS

The Hirer will do nothing to undermine the published rules for users of the Centre, for example in regard to vehicle parking, smoking, required activity dress and access by animals. The Hirer will use his/her best endeavours to inform all those involved in the use of the premises during the Hire Period of these rules and to encourage compliance with them. The Hirer accepts that the Manager reserves the right to exclude from the premises anyone breaking such rules and/or causing nuisance to other users of the Centre or those in nearby premises.

31. VACATION OF PREMISES

The Hirer must ensure that the hired part of the Centre and any equipment used is left clean and tidy and that the equipment is left in the same condition as found at the end of the period of use. The Company reserves the right to levy an additional cleaning charge should the premises be left in such a condition as to necessitate unreasonable extra cleaning. Damage to equipment will be charged to the Hirer at the cost

of repair plus a 10% administration fee as set out in paragraph 15 above. If damaged equipment cannot be repaired then the full replacement cost will be charged to the Hirer.

32. HEALTH & SAFETY

The Hirer agrees to comply with the risk control measures that form part of the risk assessment for the premises, under the Management of Health and Safety at Work Regulations 1992. These measures include minimum qualifications for those leading, teaching, coaching and/or supervising activities and compliance with the rules and advice of relevant governing bodies for particular activities. Swimming pools are the subject of written Pool Safety Operating Procedures, including the Normal Operating Plan (NOP) and Emergency Action Plan (EAP). A separate document is to be completed for pool hire, in accordance with current guidance from the Health and Safety Commission”.

33. BREACH OF CONDITIONS

The Hirer shall be responsible for ensuring that the Conditions of Hire are complied with, by all persons using the Centre arising out of or in consequence of hiring.

In the event of the Hirer breaching any of the conditions of hire, the Company may at the Manager’s discretion cancel the booking and all future bookings. The Hirer shall remain liable for all charges, including cancelled future bookings.

CONFIRMATION OF AGREEMENT TO THESE CONDITIONS OF HIRE

1. I confirm that I have read and understood the above ‘Conditions of Hire’.
2. I confirm that I have informed the officers/committee/members of the organisation I represent, as appropriate, of these ‘Conditions of Hire’.
3. I confirm, on behalf of myself and the organisation I represent, our Agreement to these ‘Conditions of Hire’.
4. I attach to this signed copy of the ‘Conditions of Hire’ document a copy of the current insurance policy/certificate relating to the ‘Insurance’ paragraph 17 (above).