

Cranmer Country Cottages - Pool Safety Rules & Terms of Use

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.

CCTV cameras are in use in the main Pool Hall.

1.1 Terms of Pool Use under Covid-19 restrictions:

Pool opening and availability is subject to Government and local authority guidance. <https://www.gov.uk/government/news/government-announces-gyms-and-pools-to-reopen-safely>

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

Covid-19 – Special Measures for a Safe Swim

We are required to limit the number of people using the facility at the same time: We will be using a time-slot system. Each cottage will have an allocated time each day when they can use the pool.

Swim times have been allocated across all properties as fairly as possible, so that during a 7-night stay everyone will get a swim at the most popular times. Unfortunately, we cannot change the times or reallocate slots unless we are not fully booked in which case, we will reallocate unused slots only on first come first served basis.

The swim timetable is 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.

- Please use the sanitiser provided to clean hands before entering the pool and upon leaving the pool.
- Parents are responsible for supervising their children at all times and should follow social distancing guidelines.
- No spectators on the poolside. Benches have been removed.
- The changing room area is closed. Go directly from the entrance to the pool and shower before your swim. Ensure children and infants have used the toilet in the cottage before their swim.
- Please arrive at the pool for a beach-ready swim. Wear swimwear to and from the pool. Shower, use the toilet and change in your cottage. This will reduce the transmission of air-borne germs from clothes removal and storage in the changing rooms.
- Do not walk from your cottage to the pool in bare feet.
- Please leave shoes worn outside in the entrance lobby under the bench.
- Please shower using soap before you swim – using the open showers on the right-hand side as you enter the pool.
- Please only use the toilet in the facility in an emergency or for a child. 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
– up to 6 guests in one social bubble may use the pool at one time (communicating cottages). The swim times cannot be shared between different properties or groups.
- To avoid groups waiting outside the pool building for changeover and to give time for the air to clear we are allowing 15 minutes between each swim. This time will also be used for cleaning. Please arrive on time for your swim and depart on time to give our team a clear entry to go in and clean.

- Do not enter the building when the 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 and we will not enter the pool if it is in use unless in a true emergency.
- Do not swim if you 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.
- Use the Yellow body fluid clean-up kit located above the white cabinet in the changing room. Bucket gloves additional disinfectant located in the locker below. 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 = 1adult: 2 children with or without armbands.
3. Salt dosed pool - Infants under the age of 6 months old are not permitted in the pool water for health & safety reasons. Parental responsibility and extra vigilance must be taken for Infants 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 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 1 hour. Busy times are usually between 5.00pm – 7.00pm.
2. Last entry time is 6.15pm after this time the electronic key will not work. The pool closes at 7.00pm. (NB. Outside of Covid-19 timetabled swims)
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.
5. Never hand the entry key to children in your party.
6. We will make a charge of £30.00 if the key 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.
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.

Pool Opening times: (Normal operating procedures out of Covid-19 restrictions)

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

~~Monday-Thursday 7am-11.45am & 3pm-7pm (5.00pm-7.00pm Friday) & all-day Saturday & Sunday 7.00am-7.00pm.~~

NB: The pool is closed during lunchtimes mid-week.

The pool and changing areas must be vacated within the above 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