

Hereford Leisure Pool

General Admissions Policy

Please respect us, our property and our buildings as well as our other customers and their property.

Our staff have the right to work in a safe and friendly environment. Halo will not tolerate violent, aggressive, abusive or threatening behaviour towards staff or behaviour which is offensive to other customers.

Health and Safety is paramount. Please follow the rules and regulations, which are designed to keep us all safe.

Children

Children under the age of eight years will only be admitted to this centre if:

- They are accompanied by a responsible person aged at least sixteen, or
- They are participating in an instructor-led activity.

Customers under the age of sixteen attending any instructor-led or supervised activity must provide a completed 'Parental Consent' form, which should be signed and submitted at the time of booking.

Please see also the separate Swimming Pool Child Admissions Policy poster.

Changing Rooms

Children aged under eight may enter the 'opposite sex' changing rooms provided they are accompanied by a responsible person aged at least sixteen.

Carers

A carer is someone who assists another who is less able, paid or unpaid. A parent is not usually a carer.

Carers that participate in an activity alongside their Service User(s) are charged the Concession price for the activity. If the user is a Gym Card Holder the Carer is required to complete a Kickstart Gym Induction.

Carers who are required to physically help and support their Service User(s) are not charged any admission fee but are required to sign-in.

Carers who observe or escort their Service User(s) but do not participate or support them are not charged but are required to sign in.

Halo Gym

In order to use Halo Gym, all customers must complete the Kickstart Programme or the LIFT Programme.

Customers aged under sixteen years must submit a 'Parental Consent Form' before they are admitted into the Halo Gym.

No one aged under twelve may use Halo Gym. Under sixteens may use Halo Gym in the following circumstances:

Description	Minimum Age
During advertised 'Youth Gym' sessions	12
With a School Booking	12
On their own, provided there is an instructor present	14

The Management may refuse admission to any person or group.