

Faversham Pools terms and conditions

Due to the current restrictions, an online booking system is now in place for Faversham Pools. At this challenging time, we ask for your cooperation to help make this a success and ensure as many people can swim as possible.

If you have any symptoms of COVID-19, please do not book or attend a session at Faversham Pools, and follow official advice. Symptoms include - but are not exclusive to - a high temperature; a new, continuous cough; and a loss or change to your sense or taste or smell.

Sessions

- All sessions must be prebooked online. For those unable to book online please contact 01795 532426 for advice before coming to the Pools
- Each session will last 60 minutes and swimmer numbers will be limited. You must complete your swim and leave promptly within the allocated time.
- Please arrive 'pool-ready' as access to showers and changing cubicles will be restricted
- Please note you must be 16 or over to swim independently at Faversham Pools during this time. Family swim sessions are available at weekends.
- Under 8s must always be accompanied by a paying adult in the water. One adult can supervise up to two under 8s.
- Family swim sessions comprise two versions. The shallow end family swim is for swimmers of all ages and abilities. Deep end family swim must ONLY be booked by swimmers confidently able to swim 25m. Buoyancy aids are not allowed in deep end family swims.
- A family ticket should be purchased by up to 5 members all from the same household. Any under 8s must be accompanied in the water by one adult over the age of 16.
- Spectator tickets are not allowed other than parents accompanying children on swimming lessons.

Ticketing

- Your purchase of a ticket confirms that you agree to abide by all Faversham Pools lifeguard instructions, including being asked to leave the water or adjust the lane you are swimming in.
- To comply with NHS Test and Trace requirements, we will take your details at the time of booking. Tickets are non-transferrable and must be in the name of the booked swimmer.
- We will take payment for your session when you arrive at the Pools, as we cannot yet take payment online. Contactless card payment is our preferred option.
- If you do not have access to the internet, tickets can be bought from Reception. Your details will be inputted into the same online system on the same terms as online bookings. This is only to be used in extreme circumstances as we do not have the facility to offer this option widely, and to ensure physical distancing wish to discourage queueing.
- If you fail to arrive for your pre-booked swim more than twice you will be prevented from booking for a further month. This is to ensure fairness in enabling as many people to enjoy our facilities as possible, and ensure availability.
- Bookings must be made for a named person attending.
- Tickets are sold on a 'no refund' basis.
- If you arrive early for your swim you may be asked to wait outside, observing social distancing floor markers. In order to get the best value from your swim please arrive at or near the start time of your booked session.
- Tickets are available 7 days in advance, on a rolling basis.

- Currently lessons and private hires cannot be booked online. Please contact Reception on 01795 532426 to make a booking.
- We will notify those with bookings in the unlikely event of schedule changes or session cancellations.
- Your data will be securely stored by 'Bookwhen'. More information is available <https://bookwhen.com/privacy>

Season Tickets

- Season tickets must be shown upon arrival before entry to the pools.
- Season tickets are not transferable.
- The management committee has the right to refuse admissions.
- Lost season tickets must be reported to the Pool and a duplicate purchased. NO refunds will be given.
- Season ticket holders are eligible to book timeslots 3 days before the general public. Select the 'season ticket holder' option on a session up to 10 days before the timeslot.
- You must bring your season ticket to the Pools as without it you may be charged admission.
- Aquacise not included
- Family swims not included

For any further information or queries, please contact Marylka Gowlland
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