



ALLEY'S SCHOOL ENTERPRISES LIMITED

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Company VAT Number: 124114072

Company Registration Number: 3525786

Terms & Conditions Access All Swimming

Name of Policy	Access All Swimming
Reviewed by	Stefan Gibberd
Date of review	15 January 2025
Date of next review	15 January 2026

Overview

These terms & conditions apply to Access All Swimming provided by Alley's School Enterprises Limited. By entering the swimming facilities, you acknowledge that you have read, understood, and agree to abide by these terms and conditions.

1. About Alleyns School Enterprises Limited (ASEL) and contact details

Access All Swimming, managed and operated on behalf of Alley's School Enterprises Limited (ASEL), Company Number 03525786. ASEL is the wholly owned trading subsidiary of Alley's School, undertaking commercial trading activities outside the charitable objectives of the school. Profits made by ASEL are donated to the School through Gift Aid.

Contact Information:

- Address: Alleyns School Enterprise Limited, Townley Road, London, SE22 8SU
- Telephone: 020 8613 5027
- Email [for general enquiries, bookings, cancellations]: swim@alleys.org.uk
- Website: www.alleys.org.uk

2. General Conditions

Operating Hours: The swimming facilities are open to the general public on Sundays from 8:00am to 10:00am.

Admission: Entry is permitted only during the specified hours. All visitors must vacate the swimming pool before the end of their booked session time.

- Changing facilities are available 15 minutes before the start of each session, at 7:45am on Sunday.
- Last entry to the pool will be 30 minutes before the end of the session, at 9:30am on a Sunday. No exceptions will be made for late arrivals.
- No entry to the school site or pool will be allowed before or after these times.

Booking and Entry Fees: Admission fees must be paid in advance through our booking system. Fees and booking links are available on the Alleyn's School website. Advanced bookings via the online system are required for the Access All Swimming sessions; bookings and payments cannot be accepted at the registration desk.

Cancellations: Alleyns School reserves the right to cancel or reschedule sessions due to unforeseen circumstances. Notice will be provided in advance via email where possible.

3. Lifeguards

Qualified lifeguards are on duty when the pool is in use, trained in rescue techniques, CPR, and first aid. Lifeguards can be identified by their uniform and are stationed at specific points. During a session, they are responsible for:

- Checking attendee bookings on arrival at the swimming pool and managing general enquiries.
- Overseeing sessions to ensure the safety and wellbeing of all attendees in the pool and changing rooms.
- Conducting pool water tests to meet health and safety standards, including maintaining proper levels of chlorine and ph.
- Keeping the pool and surrounding areas clean and hazard-free, following regular cleaning schedules.
- Performing reactive cleaning to ensure changing rooms, showers, and toilets are clean and hygienic.

4. Safety and Conduct

Lifeguards: All instructions from lifeguards must be followed promptly and without question.

Age Requirements: Children under 8 must be accompanied by a responsible adult in both the water and changing rooms at all times. Children under 13 must be accompanied on site by a responsible adult (someone over 18) at all times. Children 13 and older may attend a booking without adult supervision provided they are competent swimmers.

Ratio: One adult can safely supervise two children under the age of 3 while in the pool, or three children aged 4 to 7 while in the pool.

Behaviour: All visitors must behave in a manner that ensures the safety and enjoyment of others. Aggressive or disruptive behaviour will not be tolerated.

Swimwear: Appropriate swimwear must be worn, and babies must wear swim nappies.

Prohibited Items: No glass containers, alcohol, or illegal substances are allowed within the premises.

Allergens: The Alleyn's campus is a nut, coconut, and sesame-free site. If attendees bring any products on site containing these, they will need to be disposed of in immediately accordance with Alleyn's School Allergy Policy.

Health and Hygiene: All swimmers must shower before entering the pool. Persons with open wounds, contagious illnesses, or infections are prohibited from using the pool.

Emergencies: In the event of an emergency, please follow the instructions of the staff and lifeguards. Emergency exits are clearly marked.

First Aid: First aid facilities are available. Please inform a lifeguard or staff member immediately if you require assistance.

Damage: Any damage to the facilities or equipment caused by an attendee, or a member of their party connected to their booking, will be the financial responsibility of that attendee.

Spectators: Parents are welcome to watch their children from our spectator area that overlooks the pool, this is accessible via the stairs leading to the first floor.

5. Swimming Pool Changing Rooms

Changing Rooms: We provide male and female group changing rooms with limited private cubicles in each. A large disabled changing facility is available on the ground floor; when this is free, it can be used by parents and children of any gender.

Parental Supervision: Children under the age of 8 must always be accompanied by a parent/guardian in the changing rooms. Parents should use the changing room corresponding to their own gender when assisting their children (e.g., mothers with sons in the female changing room, fathers with daughters in the male changing room).

Adults who are not swimming should not dwell in the changing room while their children are changing unless the child is of an age where they require help or needs specific assistance.

Appropriate Behaviour: All users should change in an appropriate manner, being mindful of others, especially children, present in the changing rooms.

Respect Privacy: All users must respect the privacy of others in the changing rooms.

Mobile Phones and Other Devices: Mobile phones and other devices must not be used in the changing rooms under any circumstances. Signage will be present to enforce a zero-tolerance policy on the use of mobile devices in these areas.

Poolside Changing: For the safeguarding of all users, swimmers must not change on the poolside in front of others.

Reporting Issues: Any concerns or incidents in the changing rooms should be reported to the facility staff immediately.

6. Exclusion

Failure to comply with our facility rules will result in immediate removal from the premises.

Alleyn's reserves the right to remove attendees from a booking if they do not comply with these terms and conditions, follow staff instructions, or adhere to Alleyn's School policies. No refunds will be provided in such cases, and future bookings may not be permitted.

7. Cancellation and Modification

Please note, once a place has been booked for a swimming session and the fees paid, this may only be cancelled in accordance with these terms. As swimming sessions constitute leisure activities to be attended on a specific date or over a specific period, they fall within the exclusion provided by Regulation 28(h) of the Consumer Contracts

(Information, Cancellation and Additional Charges) Regulations 2013. Accordingly, attendees do not have a statutory right to cancel.

Cancellation by Attendees

Attendees may cancel their place up to 5 working days prior to the scheduled swimming session. In this case, attendees can choose to transfer their booking to the next available session or any other available session (subject to paying any additional applicable fees) or receive a full refund of any fees already paid, less any admin fee charged to Alleyn's by our booking providers. Attendees should notify ASEL by email at swim@alleyns.org.uk. Alleyn's will aim to issue refunds within 10 working days.

Cancellation by Alleyn's

Alleyn's may cancel or modify a swimming session for any reason before the session commences, for example, if there is insufficient demand for the session. Alleyn's may cancel the session at any time if an event outside Alleyn's control makes it impossible or impractical to provide the session (including unavailability or illness of staff where Alleyn's is unable to secure a suitable replacement or adverse weather conditions). Where Alleyn's cancels a session, attendees have the choice of either transferring their booking to the next available session or any other available session (subject to paying any additional applicable fees) or receiving a full refund of any fees already paid.

8. Liability

By entering the premises, visitors assume all risks associated with swimming and the use of the facilities.

Alleyn's shall not be liable to attendees in connection for any indirect damages or losses, or any loss of profits, loss of revenue, loss of data, loss of contracts or loss of opportunity, in each case whether direct or indirect.

Alleyn's' total aggregate liability to attendees (whether arising in contract, tort or otherwise) for all and any breaches of these terms, any negligence, or arising in any other way out, shall not exceed in total the fees paid by that attendee to attend a booking. Nothing in the foregoing limits or excludes liability for death or personal injury caused by negligence, or any other sort of liability which may not be excluded or limited by law.

Alleyn's are not liable for any lost, stolen, or damaged property. We do endeavour to return lost property where possible, to do this we ask that belongings are named. If anything is missing when you leave the pool, please let us know about it as soon as possible so we have the best chance of finding the lost item.

Lost property that is found and held by ASEL should be collected at the earliest opportunity. Unclaimed lost property held by ASEL will be given to charity and will not be retained at the School.

9. General Alleyn's School Policies & Procedures

While visiting the Alleyn's School premises, attendees are subject to and must adhere to Alleyn's School [policies and procedures](#) including but not limited to those outlined below:

- CCTV Policy
- Data Protection Policies and Privacy Notices*
- Equality & Diversity Policy
- Health & Safety Policy
- Information Management and Information Technology (IT) Policies

*Any personal information provided by attendees to third-party software providers as part of the process of booking is subject to the third-parties own terms and conditions.

These policies and procedures may be updated from time to time and the attendees is responsible for checking these regularly. These policies can be found on the Alleyn's School website.

10. Complaints.

If you have concerns or suggestions, please tell us; we value your feedback and use it to develop and improve our services.

- If you have a concern, this should initially be raised with a member of staff present on the day.
 - If you are unable to resolve the issue, the ASEL Office will be advised and will attempt to resolve the issue to your satisfaction. We aim to respond to all complaints within 5 working days, or sooner where significant.
 - If you are still unsatisfied and wish to make an official complaint, then please send an email detailing the issue to swim@alleyns.org.uk.
 - Your complaint will be investigated by our Commercial Sports Manager. Our Chief Financial Officer and Co-Commercial Director will be informed of the problem and actions taken to resolve.
 - If, following the above, you are still unsatisfied then please contact the Chief Financial Officer's office via CFO@alleyns.org.uk. The Chief Financial Officer will investigate and provide a response as appropriate.
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11. Safeguarding

Any allegations of abuse or neglect involving children or vulnerable adults by staff must be reported to the school's Designated Safeguarding Lead (DSL) or a Deputy DSL within 24 hours.

These cases will be escalated to the Local Authority Designated Officer (LADO) for children, or to the police or other relevant authorities as required.

Melanie Joel, Designated Safeguarding Lead (DSL) - Whole School

Oliver Watkins, Co-Commercial Director, Deputy Designated Safeguarding Lead (DDSL) - External Activities: 020 8557 1557

Email: Safeguarding@alleyns.org.uk

Telephone: 0208 557 1457

Alleyn's School Policy: [Safeguarding and Child Protection Policy](#).

We are committed to providing a safe, enjoyable, and inclusive swimming experience for all attendees. Your cooperation in adhering to these terms and conditions ensures the wellbeing and enjoyment of everyone at our facility.

ENDS