

Please ensure that you have read our [Admissions Policy](#) and [Health & Safety Policy](#) and ensure that **all** members of your group are aware of and adhere to the rules whilst they are on the premises.

GENERAL ADMISSION RULES

1. Splashdown Waterparks **will not** tolerate any violent or abusive behaviour towards a member of our staff or customers. Such behaviour will result in immediate expulsion, without refund, from the centre and Tower Park and the involvement of the relevant authorities.
2. Persons who appear to be under the influence of drink or drugs **will not** be allowed into the centre and will be excluded from activities.
3. We have the right to refuse admission.
4. Smoking, including e-cigarettes, **is not** permitted in any part of the centre.
5. The use of any equipment capable of recording still or moving images is strictly prohibited without prior permission of Centre Management.
6. All food and drink consumed at Splashdown **must be** purchased on the premises. You will be asked to put your own food and drink away.
7. We take no responsibility for lost, damaged or stolen property within the waterpark. Please use our lockers for your clothes and belongings. These require a **£1** refundable deposit. Change machines are available on site. We recommend that you leave any jewellery and expensive items at home. Any items found will be placed in Lost Property at the café and will be donated to charity if not collected within 14 days.

ON THE FLUMES

8. We strongly recommend that weak swimmers **do not** use our flume rides.
9. Please **do not** run in the waterpark or changing areas.

10. Riders **must be** at least 1 metre tall and 1.2 metres to ride Infinity.
11. All flumes are single rides and **must be** ridden flat on your back, feet first or on tyres as instructed.
12. Riders **must** obey the lifeguards and the instructions displayed before the start of each ride. Failure to do so can result in expulsion from the centre without refund.
13. We operate a 'smart' wristband operation on all of our flumes to ensure the safety of our visitors. You are responsible to ensure that you tag your wristband at the start of each ride prior to descent. The subsequent traffic light system **must be** adhered to.
14. In conjunction with the use of our smart wristband readers, please use the monitors at the start of each flume to ensure the previous user has exited the slide before you ride.
15. You are responsible for your Smart Wristband during your visit. Please **do not** damage it, misplace it or give it to another as you will be charged for a replacement/ not be refunded your deposit.

CLOTHING AND EQUIPMENT

16. Cut off jeans and trousers, baggy shorts beyond knee length and transparent/inappropriate costumes are not permitted. We politely ask that visitors **do not** wear swimwear with zips or buttons as these may damage the flumes.
17. Goggles and t-shirts may be worn at the manager's discretion only if a disclaimer form has been signed on arrival. These are available from the cafe.
18. Any spectacles and jewellery **must be** removed before entering the waterpark. Spectacles pose a safety risk

Splashdown Poole, Tower Park, Poole, Dorset BH12 4NY | **FREE PARKING**

To discuss or amend your booking with us please call **01202 716123** or email info@splashdownpoole.co.uk

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to both yourself and other swimmers and loose fitted piercings could also pose a risk to your own safety. We recommend that you leave jewellery at home.

19. Swim nappies **must be** worn by all babies & children who are not yet sufficiently toilet trained to keep dry throughout their visit to the waterpark. Swim nappies can be purchased from the café. Standard nappies are not suitable or appropriate.

DISABLED ACCESS

20. Splashdown Poole has ramp access to the café area and a disabled toilet. Swimmers, parents and guardians are advised to inform our reception team, on arrival, of any disability or circumstance that may have an effect so that we may best support your visit to the centre. Please see our [Accessibility Statement](#) for more information.

ADULT TO CHILD RATIO

21. Children aged 9 and under **must be** accompanied, in the water, by a responsible adult (aged 18 and over).
22. 1 adult **must not** be responsible for supervising more than 2 children under the age of 9 years.
23. The safety of children under the age of 9 years is the responsibility of the supervising adult at **all** times. The supervising adult **must** keep a constant watch on their dependants and be in close contact with those that are weak or non-swimmers. Information on ride severity and conditions are available on our website, on posters around the waterpark or any of our staff will be pleased to offer advice and information.

24. All non-swimmers **must** wear armbands unless they are closely supervised on a one-to-one basis by an adult who can swim.

HEALTH AND ILLNESS

25. Our flumes **are not** suitable for any visitors who are pregnant, recovering from recent surgery, injury or suffer from heart, back or neck problems.
26. Visitors who have recently suffered from sickness and diarrhoea symptoms should wait **24** hours since their last episode before visiting the waterpark.
27. Visitors who have recently suffered from respiratory problems, infections and rashes should seek medical advice before travelling.
28. Splashdown always has fully qualified First Aiders on site, if you have any problems whilst you are visiting the waterpark please bring it to a member of staff's attention immediately.

DECLARATION

Confirmation of your booking with Splashdown Poole is based upon the acceptance and adherence of this policy. Our team are here to help you - please ask if you require any assistance.

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