

Ware Priory Lido – Pool Private Hire Terms and Conditions

1. General

- 1.1. These Terms and Conditions apply to all private hires of Ware Priory Lido (“the Lido”).
- 1.2. By confirming a booking, the Hirer agrees to abide by all conditions outlined below and any additional instructions issued by Lido staff.
- 1.3. Ware Town Council reserves the right to update or amend these Terms and Conditions at any time.

2. Booking and Payment

- 2.1. Bookings are only confirmed once full payment or an agreed deposit has been received.
- 2.2. The Hirer must provide accurate information regarding the nature of the event and expected number of attendees.
- 2.3. Final numbers must be submitted at least 10 days prior to the hire date.
- 2.4. Additional charges may apply if the number of swimmers exceeds the agreed capacity, requiring extra lifeguard provision.

3. Duration of Hire

- 3.1. The booked hire time includes all time onsite, including arrival, changing, setting up, event time, packing away and exiting the premises.
- 3.2. The pool, changing areas, and facilities will only be accessible during the agreed hire period.
- 3.3. Hirers who remain onsite beyond their agreed time may incur additional charges.

4. Mandatory Use of Lido Lifeguards

- 4.1. All hires must use Ware Priory Lido’s own qualified lifeguard team.
- 4.2. External lifeguards, volunteers, club coaches or third parties may not replace or override the Lido’s staffing requirements.
- 4.3. The number of lifeguards required is determined by the Lido based on risk assessment, swimmer numbers and activity type.
- 4.4. Hirers must comply with all instructions given by the Duty Manager and lifeguard team throughout the hire. Failure to do so may result in immediate termination with no refund.

5. Supervision and Behaviour

- 5.1. The Hirer is responsible for the behaviour and supervision of all participants and spectators, excluding lifeguarding duties.
- 5.2. All children under 8 must follow the Lido’s supervision ratios – an adult over 18 must supervise no more than 2 children under the age of 8.
- 5.3. Running, dangerous behaviour, unauthorised diving, and alcohol consumption are strictly prohibited.
- 5.4. The Duty Manager may remove any individual whose behaviour is unsafe or inappropriate.

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6. Use of Facilities

- 6.1. Hire includes access only to the areas agreed at the time of booking (e.g., main pool, changing village, studio).
- 6.2. Hirers must ensure the premises are left clean and tidy. Additional cleaning charges may apply.
- 6.3. No decorations or structures may be installed without prior approval.
- 6.4. No Electrical items can be used on the poolside

7. Health and Safety

- 7.1. Participants must follow all pool rules and lifeguard instructions.
- 7.2. Any accidents, injuries or near misses must be reported immediately.
- 7.3. The Hirer must not allow entry to anyone under the influence of drugs or alcohol.
- 7.4. Glass containers are not permitted on poolside.

8. Maximum Capacity

- 8.1. Standard hire includes up to 30 swimmers.
- 8.2. The maximum capacity is 110 swimmers; anyone beyond this number will be refused entry.
- 8.3. Additional lifeguards will be provided for larger groups, at additional cost.

9. Cancellations and Refunds

- 9.1. Cancellations made more than 14 days before the hire date may receive a refund, minus the non-refundable deposit.
- 9.2. Cancellations within 14 days are non-refundable.
- 9.3. The Lido reserves the right to cancel or reschedule bookings due to adverse weather, operational issues or safety concerns. A full refund or alternative date will be offered at the discretion of the lido manager.

10. Liability

- 10.1. Ware Town Council accepts no responsibility for loss or damage to personal property.
- 10.2. The Hirer is liable for any damage caused to the premises, equipment or facilities.
- 10.3. Nothing in these terms limits liability for death or personal injury caused by negligence.

11. Photography and Filming

- 11.1. Photography is permitted within the parameters of the photography policy
- 11.2. The Hirer must ensure safeguarding and privacy considerations are followed.

12. Termination of Hire

- 12.1. The Lido may terminate the session without refund if:
 - Safety instructions are ignored

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- Behaviour is unsafe or inappropriate
- Numbers exceed agreed limits
- Alcohol or prohibited items are brought onsite

12.2. The Duty Manager's decision is final.

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