

Terms and conditions of booking

All Swim Zone pools will have lifeguards on duty. Supervision of young children is a shared responsibility for all the community, and lifeguards play an important role in this. However, ultimate responsibility lies with the caregiver. Children are precious - please keep a close eye on them at all times.

Swim Zone Pools endorses the National Pool Alone Policy

All children under 8 years must be actively supervised by a caregiver 16 years or older. Actively supervised means watching your children at all times and being able to provide immediate assistance.

This policy refers to the following pools:

- Swim Zone Morrinsville - learner/toddler pool
- Swim Zone Matamata - indoor/toddler/outdoor lane pool/spa
- Swim Zone Te Aroha - toddler/spa

Additional to the National Pool Alone Policy, Swim Zone will enforce that children under 8 years must be accompanied in the water by a caregiver (16+ years) if they are swimming in the following pools:

- Swim Zone Morrinsville - 50m pool
- Swim Zone Matamata - dive pool
- Swim Zone Te Aroha - main pool, No.2 Bath House

All children under 8 years will be provided with a coloured wrist band to identify to lifeguards they are high risk swimmers.

Swim Zone guidelines for caregiver/groups:child ratios

under 5 years 1:3
5-7 years 1:4
8-15 years 1:10 for groups

Pool depth safety guidelines

The following guidelines determine which pools your children can safely swim unaccompanied by a caregiver if they are 8 years old and over.

Swim Zone Matamata

- 25m indoor pool (minimum height 1.2m)
- 25m outdoor pool (minimum height 1.3m)
- Dive pool requires a swim test or accompanied by a competent swimming caregiver in the water (refer to swim test requirements below).

Swim Zone Te Aroha

- Main pool (minimum height 1.2m)

Swim Zone Morrinsville

- 50m pool (minimum height 1.4m)
- Learner pool (minimum height 1m)

Swim test

Children 8 years old and over who are under the height restriction of the pool depth safety guidelines must complete a swim test of 20m to prove competency if they wish to swim in the Matamata dive pool, Morrinsville main pool and Te Aroha main pool.

If the lifeguard approves their swimming competency a wrist band will be provided to the child to prove they have passed the swim test. A swim competency record will be kept at each Swim Zone facility for regular customers who have passed this swim test to prevent them having to repeat the test upon entry. Swim Zone lifeguards may request a repeat test, based on a risk assessment of the swimmer.

Expectations and responsibilities of the hirer for groups

All bookings must be made at least 48 hours prior to booking date. This includes confirming the number of swimmers and caregivers so Swim Zone management can determine the level of risk and organise relevant lifeguard ratios.

A safety management plan (if requested by Swim Zone Management) must be provided by the hirer and approved in advance of the booking commencing. For every booking the level of risk will be calculated by Swim Zone Management, lifeguard and caregiver supervision ratios will be determined. The contact person will be informed if additional lifeguards are required. This will require an additional cost based on approved fees and charges rates adopted by council for the current financial year.

In the event of an emergency, the group leader must follow the directions of Swim Zone staff who will evacuate the group to the relevant assembly point. The group leader is responsible for checking off their participants and reporting to the Swim Zone fire warden that their entire group is safe and accounted for.

The hirer/person in charge of the booking must report to reception upon arrival and confirm numbers. Swim Zone lifeguards will communicate the pool rules, explain key points on the site safety map and explain where the assembly point is, in case of emergency.

The hirer must also:

- Ensure everyone remains in their allocated pool space/lane or additional charges will apply.
- Report any incidents, accidents, hazards or near misses immediately to the lifeguard on duty.
- Be responsible for the costs of any damages sustained to the facility.
- Include time for setting up, packing down and cleaning of the used area in their booking time.
- Be subject to Council's privacy policy - refer to the Swim Zone website.

Pool rules

- No food allowed in the pool.
- Vacate pools 15 minutes before closure time.
- Do not enter any pool for at least 14 days after having diarrhoea.
- No running, pushing, bombs (unless in specified pools).
- Indecent, offensive or antisocial behaviour are not permitted.
- Smoking, vaping, alcohol, and drugs are not permitted.
- All swimmers must keep off the lane ropes at all times.
- Swim Zone is a glass-free facility.

For your safety, breath-holding activities are not allowed at Swim Zone pools. This includes:

- Underwater distance swimming
- Breath-holding games
- Hyperventilating before submerging

By entering a Swim Zone facility, you are agreeing to follow these pool rules and any instructions from facility staff. Swim Zone staff reserve the right to refuse entry or ask you to leave at any time.

Swimmer Dress Policy

To ensure water quality is maintained and for the safety of our customers the following swimwear standards apply:

- Wear recognised swimwear in the pools e.g. togs, wetsuits and rash shirts.
- No underwear, including boxer shorts.
- No t-shirts, singlets, skirts, denim or shorts below the knee.
- All children under four years old must wear a swimming nappy (available at reception).

Any person who fails to comply with the swimmer dress policy will be asked to vacate the pools.

Lane hire for lessons

- Peak hours may dictate the minimum number of swimmers required in a lane. This number is to be determined by Swim Zone management for each lane hire booking.
- Private swimming lessons – The instructor must provide Swim Zone management with a confirmed online booking request for the number of lanes and dates required at least two weeks prior to the booking date. This must be approved by Swim Zone Management before lessons can commence.
- Payment options must be confirmed and approved with Swim Zone management in advance of the booking commencing.

Lane hire payment options

1. Matamata-Piako District Council will invoice the hirer for concession card rates plus lane hire at the booking/end of the term/month or as agreed. This will require the instructor to provide Swim Zone management with a list of children three days prior to the booking. The list will include name, age and the days they are booked to attend lessons. Children/caregivers attending lessons must get their names ticked off at reception with staff for invoicing purposes.
2. The swim instructor buys a concession card at reception on the day of swimming lessons for the required number of children attending lessons or in advance of lessons commencing. Lane hire is paid on the day of hire. The instructor provides a list of children for each day to reception to tick off the number of children as they arrive for lessons.
3. Under special circumstances Swim Zone management will approve for caregivers of children who are attending a lane hire booking to pay Swim Zone independently upon arrival. Payment options can include concessions or general admission.
4. Siblings of swim school kids must pay standard pool entry.

Cancellation fee

In the event that the hirer cancels the booking or the number of pre booked swimmers changes by at least 20% and no communication is provided to Swim Zone management at least three working days prior to the booking date, Swim Zone will charge the full amount of the booking fee.

Swim Zone reserves the right to cancel booking(s) where circumstance so warrant. These may include, but are not limited to health and safety, faecal/vomiting incidents, emergency situations and adverse environmental/weather conditions. No charges will be incurred to the hirer should this occur.

For large bookings a 50% deposit fee will be charged to secure the booking. If the deposit payment, is not received at least 5 working days prior to the booking. Swim Zone can offer the booking date/time to another potential hirer.