

Guidelines



Guests cannot take part without attending the Health & Safety briefing prior to the session
Guests must remain on their float, in the centre until staff assist to disembark
Floats must not be rocked or deliberately collided
Do not touch other Guests floats whilst in the water
Respect staff and other Guests space and property, use active listening
Once everyone is on their floats, please remain silent
No use of alcohol or drugs prior to your session. If staff feel you are unable to take part in the session because of this our refund policy applies.
You are liable for any damage you may cause to SSH property or the venues property
Guests must behave in a responsible manner and take direction from trained staff
Guests must inform staff immediately if they feel unwell during the session
Usual Pool rules must be adhered to as per venue signage
SSH are not liable for Guest belongings, take care to ensure belongings are secure
Photography of school logo and premises may not be taken or advertised on social media
Smoking/Vaping may not be done anywhere on the premises, including the car park
Mobile phones must be turned off when entering the building
Shoes must be removed and stored in the allocated area with all belongings
GDPR Policy SSH will hold a database of Guests contact details for the purposes of our marketing only. Guests are asked to approve this in the Waiver and can opt out at any time by contacting us via email or to remove your details.
Safeguarding Policy/Guide Practitioners are trained in Safeguarding and will notify relevant authorities with any concerns. Please make staff aware if you have any issues during the session. As many of our sessions take place on school premises, Guests are asked to refrain from interacting with the schoolchildren and must ensure no photos or videos are taken showing any part of child or school premises
Refund Policy Refunds are not offered as standard, unless extenuating circumstances such as severe adverse weather or pool closure at which time we may chose to offer an alternative date or a refund
Complaints Policy Please direct any complaint to the SSH email somaticsh@gmail.com . Staff will endeavour to respond within 7 days. Please ensure you include your personal details and any session details that you have available within your complaint
This list is not exhaustive. Guests are ultimately responsible for their own behaviour and must familiarise themselves with our full Terms and Conditions