

# SPLASH! @ Boomerang – Rainy Day and Accident Policy

Here at Splash we endeavour to always keep open when we are scheduled to do so. However, there may be times, outside of our control that we will have to close the pool area. Examples of these circumstances include, but may not be limited to:

## **Bad Weather, including heavy rain, high winds, thunder and lightening**

In the event of bad weather, the pool will have to close to all members of the public to ensure everyone is kept safe. The pool will need to remain closed for 30 minutes after the last thunder and/or lightning strike.

## **'Accidents'**

With the nature of the activity and our guest range, it's natural to expect that an accident may happen every now and again. If this happens, we ask that you speak to someone immediately so we may access the situation. Whilst we are accessing the situation, and then consequently dealing with the issue we ask that all bathers leave the pool. In some cases, this may be rectified, and the pool cleaned in 10 minutes, in others it may take longer. If the issue seems that it will take longer than 30 minutes to resolve the pool will be closed for the session and swimmers will be asked to leave the area.

## ***What if I am already in the pool?***

A whistle will be blown, and all bathers will be asked to leave the pool and the surrounding areas and make their way inside. If this is in the first 45 minutes of your session, you will be given a return voucher that will entitle you to return to the pool and soft play free of charge on another day. If this occurs after 45 minutes, you will be asked to leave the pool and return to the soft play where you can enjoy unlimited soft play. You, however, will not receive a return voucher.

## ***What if I am booked into the next session?***

If you are booked into a session that is closed due to any of the above circumstances, you will be given a free return to play and swim voucher that can be used on another day. You will also be allowed to enjoy unlimited soft play for the remainder of the booked day free of charge.

## ***When will you re-open?***

Re-opening the pool will be at the discretion of the manager, however, the pool will not be re-opened until the appropriate test have been done to deem it safe to do so. Please bear with us at this time, our staff will be working extremely hard to get the pool open ASAP.

