

Pools on the Park Outdoor Pool & Grounds - Terms and Conditions

Summer 2025

1. To obtain any concessionary rates a valid membership must be provided upon entry (if requested).
2. Smoking (including e-cigarettes, vapour cigarettes etc) is NOT permitted anywhere within the facility, grounds or forecourt leading to the main entrance.
3. Strictly no re-admission.
4. The adjacent public car park has a maximum stay limit of 4 hours. RingGo may be used to purchase and top up parking tickets. Use the RingGo app or call 020 3046 0010, location no. 5329. Additional long stay car parking is available in the Old Deer Park Car Park on the opposite side of the A316.
5. Bag searches will be conducted. Failure to agree to a bag search will result in admission being refused.
6. Prohibited items include:
 - Alcohol and illegal substances.
 - Sharp items including knives, cheese knives, sporks, ceramics, glass and bottles; are not allowed onto the premises under any circumstances.
 - Any object deemed to be potentially dangerous.
 - Disposable barbeques, candles.
 - Balls, inflatables or water pistols.
7. Management and/or security reserve the right to refuse admission.
8. Grounds open from **21 July 2025**, subject to the following conditions:
 - There is no rain forecast.
 - The maximum number of bathers and facility users has not already been reached.
 - If the advance weather forecast prohibits Swim & Stay sessions from taking place, management reserves the right to revert to general swim sessions being held in the outdoor pool.
9. Refunds cannot be claimed for:
 - Facilities being closed due to bad weather (thunder and lightning).
 - Customer removal due to non-adherence to the Terms & Conditions.
 - Non-attendance for pre-booked admission.
10. Pools on the Park is not responsible for the loss or damage to any customer's personal belongings nor that of any vehicle or bicycle left unattended.
11. Admission will be closed without notice should capacity of grounds or pool be reached.
12. Lockers are not available on the grounds and customers are encouraged to only bring essential items.
13. Wristbands will be issued and must be worn and visible for the duration of the visit. Failure to have a wristband will result in access being restricted and/or denied.
14. Photography or filming of any kind is prohibited within any areas of the site.
15. Appropriate swimwear must be worn.
16. The use of full-face masks, snorkels, fins and hard hand paddles is not permitted in any public swim session.
17. Swim and Stay Sessions provide customers access to the Outdoor Pool & Grounds **Only**.
18. Sunbathing or sitting around the pool area is prohibited for safety reasons.

19. The sundeck is not included within Swim & Stay sessions.
20. Dogs are not permitted (except for Guide Dogs) in the grounds or the facility.
21. Aggressive, violent, or threatening behaviour towards staff or customers will not be tolerated. Anyone displaying inappropriate, violent or aggressive behaviour will be reported to the Police.