

TERMS AND CONDITIONS

Welcome to “Suffolk Swim Free – Dog Pool”!

Exclusive hire of a heated swimming pool with your dogs!!

Terms & Conditions.

When you book you are hiring the pool for a fun swim, please be aware that you are hiring the pool for yourself and your dogs, and there will NOT be a hydrotherapist/lifeguard on duty with you.

The pool is heated but will not be as warm as a normal swimming pool. This is better for your dog.

We have a fantastic chemical free, saltwater system which is kinder to human and dogs skin and means we avoid the use of harsh chemicals.

All dogs over the age of 4 months are welcome, however please ensure that they are fully vaccinated. We also encourage owners to have pet health insurance.

Owners swim with their dogs at their own risk. Please be aware that access into the pool for humans is via a swimming pool ladder.

Children over the age of 8 are welcome to join but must be able swim and stand in 1.2m of water, and they must be accompanied by an adult in the water and supervised at all times whilst in the pool, the pool house and adjoining outside space.

There is a maximum of 8 humans allowed on site at anytime.

Sessions are fun swims where you and your dog can splash and play, a vet consent form is not required. However, if you have any concerns about your dogs health please consult your vet before booking.

Sessions are 30 minutes in total (20 minutes swim time and 10 minutes to enter and exit the pool). Please note there is a 15 minute buffer zone between each session to ensure swimmers don't overlap.

Whilst every care is taken to ensure the safety of dogs attending sessions, all dogs are still the full responsibility of the owner. Please ensure they are kept on lead until they are at the far end of the pool house behind the internal gate.

We have a limit of 5 dogs per session.

Suffolk Swim Free reserves the right to use photos and video footage taken during sessions or on the premises.

Please do not feed your dog for at least 2 hours prior to the swim session and ensure they have been to the toilet before arrival.

Toilet incidents in the pool are rare but do happen from time to time – These can lead to the pool having to close for up to 12 hours. Bookings will be contacted as early as possible to rearrange their session if this should happen. Accidents anywhere else can be cleaned up and disposed of in the bin outside.

Any fouling on site must be cleaned up by the owner.

Dogs must be clean, well brushed and have short claws when attending swim sessions.

Suffolk Swim Free reserves the right to refuse entrance to sessions to any dog (and human).

When visiting, all persons are strongly advised to wear sensible shoes with non-slip soles if possible as the floor can become very wet during swimming sessions

Suitable swimwear should be worn, or a wetsuit if you have one. A long sleeve tee-shirt is also advisable, as dog claws can hurt!

Suffolk Swim Free cannot be held responsible for any loss or injury to any person dog or personal property whilst on the premises.

Vehicles and contents are parked at owner's own risk.

No refunds will be given once a booking has been made. However, you can reschedule yourself online using your email confirmation up to 48hrs before your appointment is due.

Any late arrivals will lose time out of their appointment. Your appointment will not be extended.

Doggy life jackets and floating toys will be available for you to use. Please ensure these are returned to the hangers and toy box at the end of your session. You can also bring your own toys, dummies etc for your dog to play with.

XL Bullies are welcomed as are dogs under control orders, with conditions in place. This is subject to all conditions being strictly adhered to. Muzzles can be removed once safely inside the pool house.

I agree to the terms and conditions

Name

Signature

Date