



BRIGHTLINGSEA LIDO
QUESTIONS AND ANSWERS,
TERMS, CONDITIONS
AND POLICIES

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GENERAL QUESTIONS

WHY DO I NEED TO SHOWER BEFORE I SWIM?

When people get in the pool, any substances which are on your skin and clothes will wash off into the water. This then needs to be cleaned by our filters or neutralised by chemicals. The more products brought into the pool, the more it means the pool water risks degrading in quality, to the degree where we might have to close the pool for a few days to restore water quality. Showering helps us keep the pool open for everyone.

CAN WE TAKE PHOTOGRAPHS?

We have a responsible photography policy; please focus on the people you are with and be considerate of others who may not wish to appear in your photos. If you post on social media please tag us @brightlingsealido as we love seeing all your pictures! *No photos underwater or in changing rooms.* If you are concerned about someone else's photography, please speak to the duty manager. Publicity Photographs: Occasionally publicity photographs and videos will be taken, by Brightlingsea Lido or Authorised persons. Please identify yourself to Front of House, if you do not wish to be included in any publicity material.

HOW DO I TRANSFER OR CANCEL A BOOKING?

You can transfer up to 2 days before a booked session. Click on the "view booking" button on the confirmation email you received. On the booking page, the "ticket options" next to the date of booking allows you to choose a new future session - where there is space and price of ticket is same.

WHY DID I NOT RECEIVE A CONFIRMATION EMAIL FOR MY BOOKING?

Please check your spam folder. If not there, you may have entered your email address wrongly. Please email bookingsbrightlingsealido@gmail.com and we can check. Please be aware that the pool is supported by volunteers and we may not be able to respond on the same day, but will responded to as soon as we can.

WHERE DO I GO TO BOOK TICKETS?

[We sell tickets through booking site https://brightlingsealido.nuwebgroup.com/](https://brightlingsealido.nuwebgroup.com/)

WHO CAN I CONTACT ABOUT BOOKING ENQUIRIES?

The system should be easy to use - and have all the information you need. If you have found a problem booking, first please make sure that you have read all the details here, if you are still experiencing problems please email bookingsbrightlingsealido@gmail.com Please be aware that the pool is supported by volunteers and we may not be able to respond on the same day, but will responded to as soon as we can.

WHEN DO TICKETS GO ON SALE?

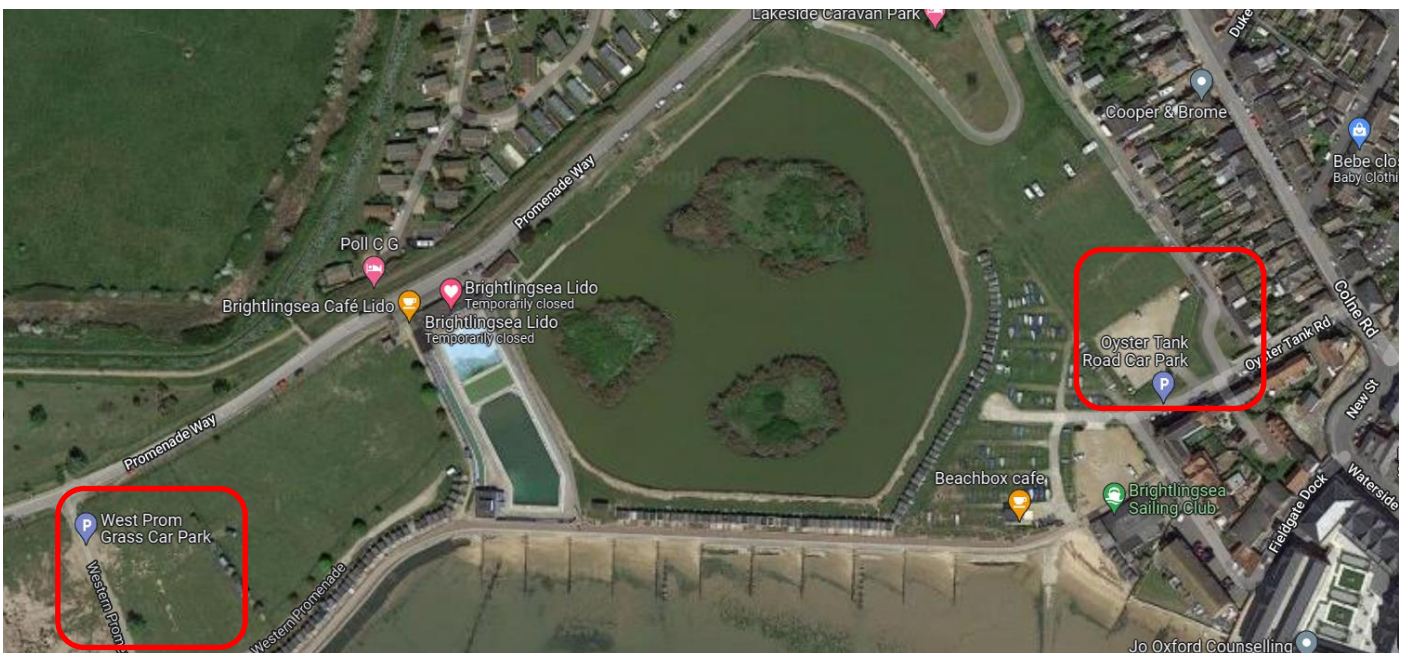
The booking site opens at the beginning of May.

WHAT IS THE WATER TEMPERATURE?

Please be aware we are an unheated pool! The pool is heated by the sun. The temperature can change day to day. We aim to update the water temperature on the website each day. Please check the website for updates. If the water temperature is below 15^c we do not recommend 16s in the main pool. We would refund child tickets already booked and those for any accompanying adults if requested. We would also advise swimmers should follow cold water swim advice: see Outdoor Swim Society.

IS THERE PARKING?

There is no dedicated Lido parking. However, there is free roadside parking on Promenade Way, these can be taken quickly some days. The nearest car parks are the Promenade car parks, (2 minute walk) or car park at Oyster Tank Road. (5 minute walk) Both are payable using MIPERMIT app only (no cash options).



CAN I TURN UP AND QUEUE?

We strongly advise booking - since sessions often sell out in advance. Please book online before arriving at: <https://brightlingsealido.nuwebgroup.com/>. But any spaces unsold can be bought online or at Front of House for the current session that is taking place.

DO YOU ALLOW DOGS ON SITE?

No, except assistance dogs, please check prior with Front of House.

HOW LONG CAN I STAY ONCE I HAVE PAID FOR ENTRY?

Depending on the session type and time, normal sessions between 1 and 3.5 hours duration. Last entry is 30 minutes before the end of a session. Swimmers are given 15 minutes warning that the session will be finishing. All swimmers must leave the water when instructed by Lifeguards or management.

CAN I LEAVE AND COME BACK ONCE I'VE PAID?

Yes, within your booked session, but you must request a hand stamp to re-enter.

CAN I BRING MY OWN FOOD AND DRINK?

Customers are welcome to bring their own picnics, but we do have a café on site which sells hot and cold food and drinks. No alcohol or glass allowed onsite.

AM I ALLOWED TO BRING MY OWN INFLATABLES OR TOYS?

Customers are welcome to bring their own inflatables and toys, but we ask customers to check with lifeguards before taking them into the pool as items larger than 3ft/1m are normally not allowed in the water. *We do not allow lilos. Bubbles are not allowed on site.* Lifeguards may restrict the use of any items at busy times. Snorkels, flippers and mermaid tails are not allowed in general swim sessions.

WHAT ARE THE OPENING TIMES OF THE CAFÉ?

The café serves hot food and drinks, cold drinks, sweets and ice creams. Café opening times vary throughout the season, the normal core hours are 9.00 am – 4.00 pm. Specific questions can be sent to Café Lido Manager at lidocafemanager@gmail.com.

CAN I BRING MY OWN CHAIRS AND PARASOLS?

Customers are welcome to bring their own seating and umbrellas, we do have chairs and loungers and deckchairs on site for hire.

DO YOU SELL SUN-CREAM?

Sun-cream is available to purchase from Front of House (subject to availability), however we recommend that customers bring their own. Sun cream must be applied at least 10 minutes before entering the water. We recommend bio-degradable sun screen to enable us to maintain the water quality.

CAN I PAY BY CARD?

Online booking is by card payments. The Lido Front of House shop and café accept cash and card payments. We accept most major credit and debit cards as well as Apple Pay, we do not accept American Express.

CAN I USE FLIPPERS, SNORKELS, MERMAID TAILS OR MONO-FINS?

Customers are welcome to use flippers, snorkels and mono-fins during lane swimming sessions. They cannot normally be used in a general swim session. Please always check with Front of House or Lifeguards for clarification.

CAN I HIRE THE POOL FOR A PRIVATE FUNCTION or BIRTHDAY PARTY?

The pool is available for private hire when no scheduled swims are timetabled. If you would like more information or to book in 2022 then please ask at the Front of House or email Brightlingsealidomanager@gmail.com

CAN I WEAR A WETSUIT?

Yes, but please wash them thoroughly before entering the water, particularly if you use the suit in the river or sea. We have a supply of wetsuits available for hire, please ask at Front of House. A refundable deposit is required and a hire charge per session.

ARE THERE ANY DISCOUNTS OR PASSES?

Yes there are several options some have limited availability. Please see our website, or ask at Front of House.

CAN WE BRING BIKES?

There is no bike storage facility inside the Lido. Please do not bring bikes or scooters onto site, please ensure you can secure them outside the perimeter.

ARE THERE CHANGING ROOMS?

Yes, male, female and accessible. There are open showers in all the changing rooms.

CAN CHILDREN COME IN ON THEIR OWN?

Yes – if they are over 10 years and confident swimmers. We reserve the right to ask any swimmer to demonstrate their confidence in the water.

DO I NEED TO PAY TO COME IN WITH MY CHILD?

Yes, all tickets are ENTRY tickets. Everyone on site, swimmers, and spectators must have an entry ticket.

ARE THERE CONCESSIONS?

Yes, the only concessions are for those over 65 years old. Children 0<2 are free of charge. 2022 Babies under 2 years of age will not need a booked ticket.

WILL THERE BE LANE SWIMMING DURING GENERAL SWIM SESSIONS?

Please see our website for current timetable or the booking site for individual session times. We have specific Lane Swimming Sessions, General Swim Sessions and Combined sessions.

CAN I BRING MY DOG?

No, except assistance dogs, please check prior with reception.

CAN I BRING MY OWN FOOD AND DRINK?

Customers are welcome to bring their own picnics but we do have a café on site which sells hot and cold food and drinks. Absolutely no alcohol or glass allowed on site.

CAN I BRING ALCOHOL?

Absolutely no alcohol to be consumed during swim sessions.

WHEN IS THE LAST DAY OF THE SEASON?

Our normal season runs from the end of May to September. Please see Website for up to date details. The final swimming day may change depending on the weather and operational needs.

SESSIONS

WHAT ARE THE SESSIONS PLANS FOR THE EARLY OFF PEAK SEASON?

In planning for the 2022 season, we are guided in the pattern of sessions by the way in which we ran the 2021 season. As in 2021, we may revise or amend future sessions in light of experience of the opening weeks. You will find the up-to-date timetable on our website. There are morning lane swims, general swim sessions, adult only swims, quiet swims and other activities planned throughout the season.

WHICH DAYS WILL YOU BE OPEN?

From the day we open, we open every day of the season.

WHAT DOES A QUIET SESSION MEAN?

A quiet session is for anyone who needs or prefers a calmer, quieter environment. Loud talking, shouting or music is not allowed, however we are an open-air pool by a beach promenade, so some external noise is inevitable.

WHAT SESSIONS ARE AVAILABLE?

Please see published timetable on our website <https://www.brightlingsealido.org/>
Sessions are subject to change due to weather conditions or operational needs, but these are exceptional.

HOW LONG CAN I STAY IN THE POOL?

The sessions will all be for fixed operating times (which are between 1-3.5 hours) Please see booking site for more details - <https://brightlingsealido.nuwebgroup.com/> or the timetable on our website.

CAN WE SPEND ALL DAY AT THE LIDO

If you have booked an AM and PM session for the same day, you are allowed to remain on poolside to eat lunch etc. You must not enter the pool at any time during this break period.

WHY ARE YOU ASKING PEOPLE TO ARRIVE 10 MINS BEFORE START OF SESSIONS?

This enables us to start checking-in visitors prior to the session start time. Visitors cannot enter the water until the session starts and there are Lifeguards on duty. We ask visitors to have their QR booking code available on their phone or printed out to speed up the booking-in process. Visitors who have booked online will have priority admittance.

WHAT IS THE LAST TIME I CAN COME INTO A SESSION?

We would not expect to admit people if there is less than 30 minutes of a session to run. Swimmers are given a warning 15 minutes before the end of session.

ARE YOU HOSTING ANY SPECIAL EVENTS?

Yes – we hope to offer a number of events, including Swimathon, Jubilee Games, full moon swimming, regatta events, 90 years celebration. Full details will be created as events on Facebook and on our website. <https://www.brightlingsealido.org/>

HOW WILL THE LANE SESSIONS WORK?

We aim to have 3 lanes this year making it easier for swimmers at different speeds.

ARE SESSIONS CANCELLED DUE TO BAD WEATHER?

No – sessions go ahead whatever the weather. Except Lightning may affect opening.

WHAT HAPPENS IN THE EVENT OF THUNDER/LIGHTNING?

We follow ROSPA guidance which indicates that when, in the judgement of the lifeguarding team, the lightning is within around 6 miles of the Brightlingsea Lido, then we need to clear pool and get people to safe place. We only return 30 minutes after last sound of thunder.

ARE SESSIONS CANCELLED IN ADVANCE DUE TO LIGHTNING?

No. We do not cancel sessions in advance due to lightning risk since action is needed only if we judge that a storm has come within 6 miles of the pool, and this cannot be predicted in advance.

CAN A SESSION BE ENDED EARLY DUE TO LIGHTNING?

Yes, if the storm continues to within 30 mins of end of a session we would need to end the session. Refunds would be considered if requested.

HOW MANY PEOPLE ARE ALLOWED IN THE POOL?

Our sessions will be limited to 40/60 for lane swimming and 250/300 for general swim sessions. The bather load is subject to management discretion.

ARE THESE LIMITS LIKELY TO CHANGE?

We have reviewed capacity and believe that with hundreds swimming each day, the current level of operations is right to maintain the quality of the water and reduce risk of needing to close for a number of days to restore water quality.

HOW DO I TRANSFER OR CANCEL A BOOKING?

You can transfer up to 2 days before a booked session. Click on the "view booking" button on the confirmation email you received. On the booking page, the "ticket options" next to the date of booking allows you to choose a new future session - where there is space and price of ticket is the same.

PRICES

WHAT WILL THE PRICES BE?

Our prices per session are:

£4.80 for adults lane swims, and £3.50 for 65+

£6.50 for adults for general swim sessions

£5.00 for child/concession swim general sessions

(All inclusive of booking fees)

Unfortunately, prices have had to be increased due general inflation etc. We have to set prices at a rate which allows us to meet our costs when we open.

CONCESSIONS

Are only available for those over 65 years old.

WILL CHILDREN BE ALLOWED IN?

Only 10 years and above may swim on their own, they must be confident swimmers. Children will be allowed in for the general swim sessions. All under 10s must be accompanied by a paying adult.

DO I HAVE TO PAY FOR UNDER 2s?

Under 2s are free of charge and for 2022 do NOT need an online booked ticket.

DO I HAVE TO BUY AN ADULT TICKET IF ONLY MY CHILD IS SWIMMING?

If you want to come into the Brightlingsea Lido with your child, then you need to buy an adult ticket. All Brightlingsea Lido tickets are ENTRY tickets. We can allow unaccompanied over-10s into the Brightlingsea Lido. We don't have spectator tickets at the Brightlingsea Lido.

CAN I COME IN WITH MY CARER?

We can only admit people who have paid online and are booked into sessions. Carers can of course accompany people to the Brightlingsea Lido and if your carer is happy to pay for a ticket we would be very grateful since we are a charity. If that is not possible, then you or your carer can email brightlinsealidomanager@gmail.com and we can make suitable arrangements to add your carer on to our systems. Please email in advance when you make a booking, so that we can make sure needs are appropriately met and information is logged onto our systems. Once that is arranged, please let Front of House know on arrival.

WHAT ADULT:CHILD RATIOS ARE YOU ALLOWING?

For admission to the pool, children under 10 years of age, will need to be accompanied by a paying adult.

One adult can bring in up to four children over 8yrs with them to the general swim sessions.

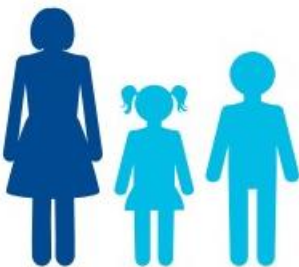
Over 8s who are proficient swimmers are allowed in the water on their own but will continue to be the responsibility of their accompanying adults.

The following rules apply for children under 8 years of age. Adults must be in the pool with their children:

1 adult may bring 1 child under 4 years into the pool



1 adult may bring 2 children aged between 4-8 years into the pool



[Please see advice and guidance on our website from CIMSPA](#)

AS AN ADULT, DO I NEED TO BE IN THE WATER WITH MY CHILDREN UNDER 8?

Yes - the adult:child ratios for the water, means for children and adults in the water together.

ARE THERE LIMITS ON NUMBERS IN THE POOLS?

Yes - we may need to ask people to refrain from entering the water if the lifeguards feel the pool is overcrowded. Thank you for following all lifeguards' instructions!

WHY WAS I ASKED TO REFRAIN FROM ENTERING THE WATER – SURELY I HAVE PAID FOR A TICKET?

During general swim sessions we may need to ask people not to enter the water when the pool becomes too full. It has been our experience in practice that this is at most for 10 minutes until someone gets out. We have taken this approach - ie limiting numbers in the water, as required by government guidelines, rather than setting that limit as the total allowed in per session. This means we can allow up to 250 people to come in for a 3 hour session, knowing that for short periods entry to the water has to be restricted. Thank you for making sure we can follow the rules and keep everyone safe.

BOOKING

I HAVE BOOKED CONSECUTIVE SESSIONS. CAN I STAY ON SITE BETWEEN THEM?

Yes. You may remain on site but must not enter either pool between the sessions as cleaning will be taking place. You will have access to the Café.

HOW DO PEOPLE WITHOUT INTERNET ACCESS BOOK?

We are aware that not all Brightlingsea Lido swimmers have easy access to the internet. We have therefore put arrangements in place to help:

You can book tickets in advance in person at Front of House. Please just ask and you can buy tickets for future sessions. If you know of someone who would like to swim, but doesn't have internet access, you can book tickets on their behalf, simply using your email address when you book for them. They don't need to have an email address, since they can be checked in on admission by their name only. We will help if they wish to ring the Front of House 01206 303067. (Please be understanding that during busy times it is not always possible to answer calls. We will however always return emails) You can also now buy tickets for the current session at Front of House as well, if the maximum admittance has not been met through the on line booking system. Online bookings will always have priority. Finally, if you know of any groups who would like to contact us about easy ways of booking for people they support, please just email brightlingsealidomanager@gmail.com

HOW DO I KNOW HOW MANY TICKETS ARE LEFT FOR ANY SESSIONS?

The number of spaces left is show at the top of each session entry on our online booking site.

WHY CAN'T WE BOOK MORE IN ADVANCE?

We will be releasing each season's tickets a few weeks in advance to allow as many people as possible the opportunity to book.

HOW DO I BUY TICKETS?

Tickets have to be bought in advance. We have the same online system for buying tickets as we had in 2021. Any unallocated tickets will be on sale from Front of House for immediate admission for the current session to the pool. Booking site :

<https://brightlingsealido.nuwebgroup.com/>.

WHAT IF I CAN'T GET ONLINE?

We know some people don't have access to the internet. People in this situation can buy in advance from Front of House - we use the same online system and sell at the same price and access as for online booking. This will not be generally available since we do not want to encourage any queuing at reception - and the same tickets and slots are available to the public online.

CAN I TURN UP AND QUEUE?

We strongly advise to book in advance - but tickets for a current session can be booked online or purchased from Front of House on arrival. At busy times booked ticket holders will be priority entrance before unallocated tickets can be sold.

FACILITIES

YOU'RE UNHEATED – HOW COOL IS THE WATER NOW?

We're putting water temp on front of the Brightlingsea Lido web page now - so please check there.

WHEN IS THE FRONT OF HOUSE OPEN?

Front of House is open when there are public sessions. Front of house volunteers have multiple duties and therefore service may take some time, please be patient. At busy times it is not always possible to answer the telephone.

WHAT FACILITIES ARE AVAILABLE?

We have male, female and accessible changing rooms with toilets. All have showering facilities. There is the Café where hot/cold drinks and food can be purchased. For specific times, menus and facilities please email lidocafemanager@gmail.com directly.

WHEN IS THE PADDLING POOL OPEN?

The paddling pool will be open during our general swim sessions. It is not open during adult lane swims since children are not admitted.

HOW DO I BOOK TO USE THE PADDING POOL?

There is no separate access/admission to the paddling pool. Just book a child ticket and an adult ticket for the accompanying adult.

CAN WE BRING BIKES INTO BRIGHTLINGSEA LIDO?

Please do not bring bikes or scooters onto site, please ensure you can secure them outside the perimeter. There is no bike storage facility inside the Lido.

IS THERE FOOD AND DRINK AVAILABLE ONSITE?

Yes, café Lido serves hot and cold drinks, meals and snacks. For specific times, menus and facilities please email lidocafemanager@gmail.com directly.

CAN WE BRING OUR OWN FOOD/HAVE A PICNIC?

Yes. Please no glass or alcohol allowed onsite.

CAN I BRING ALCOHOL?

Absolutely no alcohol during general swim sessions.

CAN I PLAY MUSIC?

Yes, but please be considerate of other visitors, keep phone calls discreet and keep personal music low volume. Lifeguards have the right to request any overly loud guests to reduce the volume or leave the Lido. Music will not be allowed during quiet sessions.

DO YOU SELL SWIMWEAR?

Unfortunately, we do not sell swimwear, but we do sell armbands, balls, inflatable rings and swimming goggles.

DO YOU HAVE DRINKING WATER AVAILABLE?

Yes.

IS THERE WIFI AVAILABLE ON SITE?

Sorry no not available at the current time.

DO YOU HAVE SHOWERS?

Yes – in all changing room facilities.

ARE THERE BABY CHANGING FACILITIES?

Yes in Male and Female changing areas.

WILL THE PADDLING POOL BE OPEN?

Yes during general swim sessions.

CAN WE BRING INFLATABLES?

Yes. Customers are welcome to bring their own inflatables and toys, but we ask customers to check with lifeguards before taking them into the pool. The maximum size is 3ft/1m. We do not allow lilos in the water. Bubbles are not allowed on site.

CAN WE TAKE PHOTOGRAPHS?

We have a responsible photography policy; please focus on the people you are with and be considerate of others who may not wish to appear in your photos. If you post on social media please tag us @brightlingsealido as we love seeing all your pictures! No photos underwater or in changing rooms. If you are concerned about someone else's photography, please speak to the duty manager. Publicity Photographs: Occasionally publicity photographs and videos will be taken, by Brightlingsea Lido or Authorised persons. Please identify yourself to Front of House if you do not wish to be included in any publicity material.

HOW DO THE LANES WORK?

We aim to have 3 lanes this year making it easier for swimmers at different speeds.

CAN WE WEAR WETSUITS?

Yes - wetsuits are allowed in Brightlingsea Lido for any session. We also have a limited number of wetsuits for hire. There is a hire charge per session, and a refundable deposit.

CAN WE WEAR FLIPPERS OR USE SNORKELS?

Customers are welcome to use flippers, snorkels and mono-fins during lane swimming. They are not normally allowed in general swim sessions.. The use of mermaid tails is not permitted unless it is a Lido organised activity session.

WILL THE CAFÉ BE OPEN?

Café Lido's core hours are 9.00 am to 4.00 pm. For more specific information please email lidocafemanager@gmail.com.

PUBLIC HEALTH

Brightlingsea Lido will follow all Government, Swim England and RLSS guidelines which many changed or updated from time to time and may be without notice. This may include restricted access, new lifesavings and recovery arrangements, and social distancing measures.

ACCESSIBLE LIFT/HOIST

For visitors with impaired mobility, we have a sling hoist to aid with access to the main pool. Use of the access equipment requires trained staff to assist. Therefore we ask that those needing support to access the pool, email brightlingsealidomanager@gmail.com in advance of their visit so that appropriate staff/resources are made available to support your needs.

GETTING TOUCH

CAN I BOOK FOR PRIVATE HIRE?

The pool is available for private hire when no scheduled swims are timetabled. If you would like more information or to book in 2022 then please call into the Front of House, or email brightlingsealidomanager@gmail.com

WHAT'S THE BEST WAY OF GETTING IN TOUCH?

Please read through all this information and on our booking pages. And if you have any other queries please email Brightlingsealidomanager@gmail.com
This is the best way of getting in touch with us.

CAN I PHONE YOU?

Our contact number is 01206 303067. Please be aware the phone is not always manned. We recommend you get in touch via email address brightlingsealidomanager@gmail.com

MISCELLANEOUS

WHAT HAPPENS IF WATER QUALITY DEGRADES?

We keep a very careful maintenance of water quality, but hot weather, heavy use, sun cream in the water etc can cause water quality to degrade. This relates to visual quality - ie for lifeguarding safety - not related to health risks from water not being clean to swim in. In such a circumstance, we might have to shock treat the water - which might mean the pool could be closed for a day or two.