



# BRIGHTLINGSEA LIDO QUESTIONS AND ANSWERS, TERMS, CONDITIONS, POLICIES

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## OPEN DAYS AND TIMES

### WHAT ARE THE SESSIONS?

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. There are morning lane swims, general swim sessions, adult only swims, quiet swims and other activities planned throughout the season.

Please follow our social media feeds and check the website for up-to-date information.

Website <https://www.brightlingsealido.org/>

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

Facebook <https://www.facebook.com/brightlido>

Instagram <https://www.instagram.com/brightlingsealido/>

### IS THERE LANE SWIMMING DURING GENERAL SWIM SESSIONS?

Yes – during the Off-Peak timetable on Tuesdays and Thursday 1-2 pm will be general swimming and lane swimming. Please see timetables for more details.

### WHICH DAYS WILL YOU BE OPEN?

From the 28<sup>th</sup> May, we open every day of the season until the 12<sup>th</sup> September.

### WHAT DOES A QUIET SWIM MEAN?

A quiet swim 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.

### HOW LONG CAN I STAY IN THE POOL?

Depending on the session type and time, normal sessions are between 1 and 3 1/2 hours duration. These are session times, if you arrive after opening time you will have less time in the pool. Last entry is 30 minutes before the end of a session. Swimmers are given 15 minutes warning that the Lido will be closing. Swimmers are asked to exit the water 10 minutes before the Lido closes. All swimmers must leave the water when instructed by Lifeguards or management.

### CAN WE SPEND ALL DAY AT THE LIDO

If you have booked an AM and PM session for the same day, you allowed to remain on poolside to eat lunch etc. You must not enter the pool at any time during this break period, there will be no lifeguards on duty around the pool.

## WHEN CAN I ARRIVE

We aim to allow entry 10 minutes before a general session starts, to allow time to get visitors checked in. Please have your QR Code ready on your phone or print out, this will help us check everyone in as quickly as possible. We can check in via name only but may cause a delay. Visitors **MUST NOT** enter the water until the lifeguards are in position. Visitors who have booked online will be checked in first.

## 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 swim time to run. A 15 minute warning is given for visitors before the Lido closes. Swimmers must exit the water 10 minutes before the Lido closes. There is no price reduction for anyone arriving part way through a session.

## 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.

## ARE YOU HOSTING ANY SPECIAL EVENTS?

Yes – we hope to offer a number of events, including full moon swims (14th June ) and a solstice swim on 21st June, Go Tri triathlon experience on 25th June. Swimathon on the 14<sup>th</sup>/15<sup>th</sup> May, Jubilee Games, regatta and carnival events, and our 90 years celebration. We hope to offer many more fundraising events at the pool and neighbouring venues, through 2022 Full details will be created as events on Facebook and on our website, and notified on social media.

## HOW WILL THE LANE SESSIONS WORK?

We aim to have 2 or 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 Thunder/Lightening see below). No refunds are given for pre booked tickets due to change of weather.

## 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. Pro-rata refunds can be requested, please bear in mind the Lido is a Charity with operating costs whatever the weather.

## HOW MANY PEOPLE ARE ALLOWED IN THE POOL?

Our sessions will normally be limited up to 60 for lane swimming and 250 for general swim sessions. The numbers of visitors on site 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 (48 hours) 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. You may cancel a booking by emailing [Brightlingsealidomanager@gmail.com](mailto:Brightlingsealidomanager@gmail.com) however we are unable to refund any pre-booked tickets.

## PRICES AND TICKETS

### WHAT WILL THE PRICES BE?

Our prices per session are:

£4.80 for adults 16+ lane swims, and £3.50 for 65+

£6.50 for adults 18+ general public admission

£5.00 for child or 65+ general public admission

(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.

### ARE THERE CONCESSIONS?

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

### ARE THERE ANY DISCOUNTS OR SEASON TICKETS?

Yes there are several options. Please see Times and Prices on our website, or ask at Front of House.

### CAN I PAY BY CARD?

For entry, payment is by card through our online booking system. Cash payments are accepted at the cafe, as well as card. We accept most major credit and debit cards as well as Apple Pay, we do not accept American Express. There is a minimum £2.00 spend on all card payments.

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

All tickets are ENTRY tickets. Swimmers, and spectators must have an entry ticket. Babies under 2 do not need a ticket this year. If you want to come into the Brightlingsea Lido with your child, then you need to buy an adult ticket. We don't have spectator tickets at the Brightlingsea Lido.

### 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. We recommend pre-booking.



## WHAT ADULT:CHILD RATIOS ARE YOU ALLOWING?

For admission to the pool, children under-10yrs 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-8yrs who can swim are allowed in the water on their own but will continue to be the responsibility of their accompanying adults.

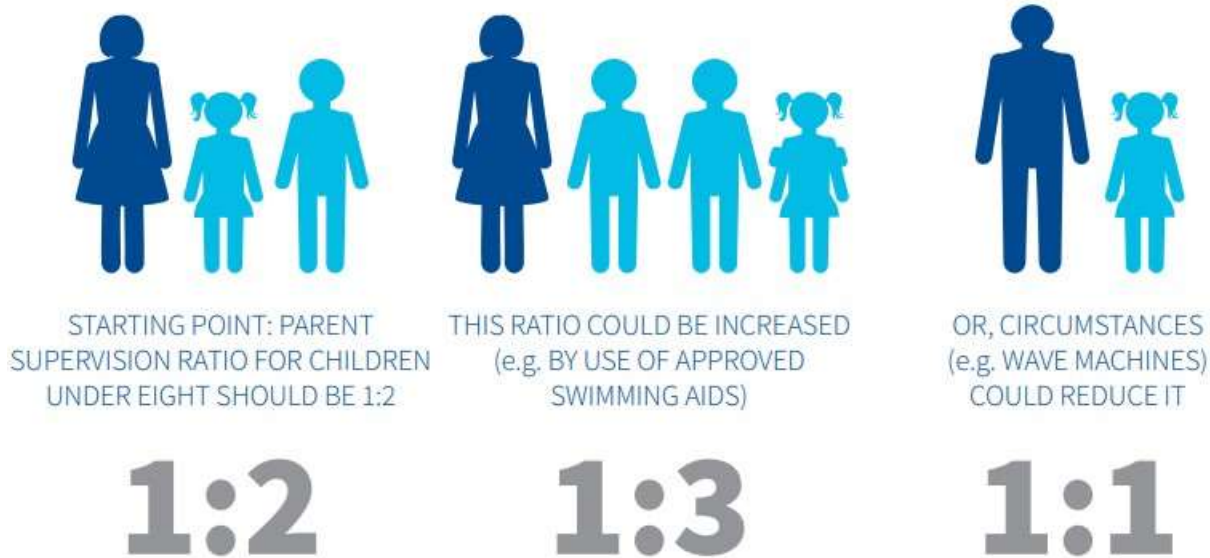
The following rules apply for children under 8yrs

Adults must be in the pool with their children:

1A:1C for under-4yrs in the pool

1A:2C for 4yrs-8yrs.

[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. The adult has full responsibility for their child whilst in 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](mailto:brightlinsealidomanager@gmail.com) and we can make suitable arrangements to add your carer on to our systems. We can only accept carers who have pre-agreed with management. 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.

## 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

### 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. <https://brightlingsealido.nuwebgroup.com/> Any available tickets will be on sale at Front of House for immediate admission to the pool.

### I HAVE BOOKED AM and PM SESSIONS ON THE SAME DAY. CAN I STAY ON SITE BETWEEN THEM?

Yes. If you have booked an AM and PM session for the same day, you are allowed to remain on poolside in the break period, perhaps enjoying lunch from our Café. You must not enter the pool at any time during this break period, there will be no lifeguards on duty around the pool.

### HOW DO PEOPLE WITHOUT INTERNET ACCESS BOOK?

We are aware that not everyone has 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.
- You can also now buy tickets for the current session at Front of House as well, if there is space available at that time. Entry cannot be guaranteed unless booked online in advance.
- Finally, if you know of any groups who would like to contact us about easy ways of booking for people they support, please email [brightlingsealidomanager@gmail.com](mailto: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. Please do not telephone Front of House as the spaces booked or available constantly changes.

### 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 if there are tickets remaining.

### HOW FAR AHEAD CAN I BOOK?

We will constantly review our ticket release policy throughout the season. We aim to give everyone fair access to Brightlingsea Lido, if we find multiple bulk purchases are being made we may find it necessary to release tickets in batches. Notifications will be posted on social media and our website if we change the booking process.

## CAN I GET A REFUND?

Brightlingsea Lido is a Charity, we are unable to refund any pre-booked tickets. The online booking site requires users to confirm they have read and understood this policy.

## 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](mailto: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.

## 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](mailto: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.

## HOW TO BOOK

Go to our website

CLICK ON BOOK YOUR SWIM

GO TO THE DATE YOU WISH TO VISIT

\*\*\* Click on the day \*\*\*

\*\*\* Click on VIEW TIMES AND BOOK \*\*\*

This will show the sessions that are available on that particular day.  
You will also be able to see the spaces available.

The STARTS NOW notice is when the event starts not when booking starts.

## FACILITIES

### **YOU'RE UNHEATED – WHAT IS THE WATER TEMPERATURE NOW?**

We're putting water temp on the front of the Brightlingsea Lido web page now - so please check there. The morning temperature will also be displayed at Front of House.

### **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.

### **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. The menu is displayed in the Café.

### **CAN WE BRING OUR OWN FOOD/HAVE A PICNIC?**

Yes. Absolutely no glass.

### **CAN I BRING ALCOHOL?**

Absolutely no alcohol allowed.

## 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. We do have a small selection of items which can be borrowed for a donation. We do sell armbands, balls, inflatable rings and swimming goggles.

## DO YOU HAVE DRINKING WATER AVAILABLE?

Yes the tap is located between the changing rooms. Bottled water is available from Café Lido.

## IS THERE WIFI AVAILABLE ON SITE?

Please ask at Front of House for more details, we suggest a £1 donation.

## DO YOU HAVE SHOWERS?

Yes – in all changing room facilities. Please note showers are open facilities not individual cubicles.

## ARE THERE BABY CHANGING FACILITIES?

Yes in Male and Female changing areas.

## 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.

### CAN WE WEAR WETSUITS?

Yes - wetsuits are allowed in Brightlingsea Lido for any session. We also have a limited number of wetsuits for hire.

### CAN WE WEAR FLIPPERS OR USE SNORKELS?

They are not allowed in general swim sessions. Customers can use flippers, snorkels and mono-fins during **lane** swimming sessions only. 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](mailto:lidocafemanager@gmail.com). The Café stops serving hot food and drinks around 3.30 pm.

### 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.

### WHAT HAPPENS IF WATER QUALITY DEGRADES?

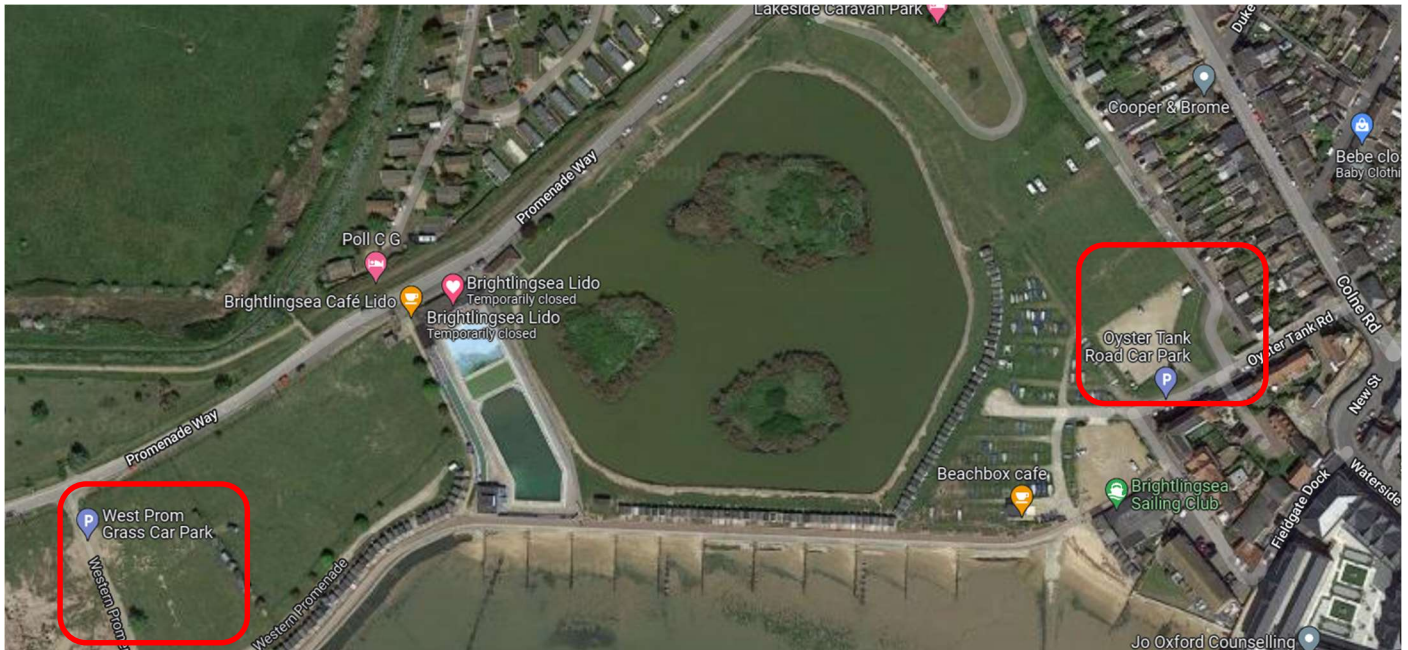
We keep a very careful maintenance of water quality, but hot weather, heavy use, sun cream in the water etc can cause water quality to degrade. This relates to visual quality - ie for lifeguarding safety - not related to health risks from water not being clean to swim in. In such a circumstance, we might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

### 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.

## 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).



## WHAT FIRST AID FACILITIES ARE ON SITE?

During public sessions there will always be lifeguard(s) on duty. All lifeguards have first responder first aid training.

## WHAT SHOULD WE DO IF WE NEED FIRST AID?

In the first instance please approach a lifeguard or report to Front of House, who will call a lifeguard or duty manager. In the event of a major accident the ambulance service will be called.

## HOW DO I ACCESS THE ACCESSIBLE FACILITIES?

These are normally kept unlocked during public sessions. However in the event of any difficulties please approach a lifeguard or Front of House for assistance. Access to the Café is via steps from poolside, our lifeguards or Front of House volunteers will be happy to offer assistance to anyone unable to access the Café hatch. Alternatively an exit handstamp can be given, to allow visitors to go around to the main Café front doors, which is a level access route.



### **CAN I GET MY POOL TOY INFLATED?**

Yes normally we have a compressor onsite, and provided we have a volunteer available to operate it we can inflate toys and floats for you. We ask for a donation for this service.

### **ARE THERE CHAIRS OR LOUNGERS AVAILABLE?**

Yes normally we normally have chairs and loungers available. There is a charge to hire these. We would ask guests return them to Front of House when they leave.

### **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 maintain the water quality.

### **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](mailto:Brightlingsealidomanager@gmail.com)

### **CAN I BRING MY DOG?**

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

## **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](mailto: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](mailto: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. Front of House will prioritise serving visitors on site before they can respond to phone calls. We recommend you get in touch via email address [brightlingsealidomanager@gmail.com](mailto:brightlingsealidomanager@gmail.com)