

TERMS AND CONDITIONS 2026

- Please have your QR code ready to scan at reception on arrival for speedy access.
- Safety advice in relation to pool use and behaviour on site given by a lifeguard or the duty manager and the pool rules and regulations, must be obeyed by all visitors.
- Our staff are doing their utmost to keep everyone happy and more especially keep you safe. So please be polite and understanding and help them do their job. Thank you.
- Lockers are available but you will need to bring your own padlock. Personal possessions are left at your own risk.
- It may be necessary to close the pool in severe weather, or in the event of other unsafe conditions, essential maintenance or emergencies. Such decisions will be at the Manager's discretion.
- Non swimmers and swimmers using buoyancy aids must stay within the designated area of the pool (as marked by the red line and signs). A non swimmer is someone who cannot swim 2 lengths of the pool unaided. The lifeguard's decision on this will be final.
- On hot days it is likely we will have to implement our busy day policy, where lifeguards restrict bathers to 120 for 20 minute sessions - full details on our website <https://www.portisheadopenairpool.org.uk/our-policies>
- If you have applied sunscreen please allow 20 minutes before entering the water.
- Disabled swimmers needing the wet room please contact us and we will make sure it is available for you. Please also let us know in advance if you would like to use the hoist for the pool, so we can make sure trained lifeguards are available to support you. It may be necessary to wait if another disabled swimmer has arrived before you. You will need a radar key to access the room, but the pool team will have a spare available if needed.
- One carer accompanying a child or adult with SEND goes free, no additional ticket required. However, the carer must accompany the person at all times. Staff have the right to ask for proof of disability.
- Adult to child ratio is one adult to two children under 8 - whether in or out of the water and regardless of swimming ability. These supervision levels may differ from other pools, but are necessary to ensure the safety of all bathers as we do not have a separate training pool. At busy times this ratio maybe reduced by the Duty Manager. An adult is classed as 18. Thank you for your understanding.
- Infants of 2yrs and under go free, no additional ticket needed.
- Please note that infants are required to wear a swim nappy, which you should bring with you or purchase from the tuck shop.
- Please note that the baby pool will only be available during warm weather.

- Concessions are those aged 15 and under, students in full time education and those aged 65 and older as at 4 April 2026. Proof of identity may be required to prove the concession is valid.
- You can book to spectate, or you can pay at the door, the price is £4pp. Please note the adult to child ratio above - if the child is under 8 they need to be accompanied in the water.
- Large inflatables are not permitted, but small inflatables, water wings, pool noodles and small water toys are allowed.
- Goggles, kickboards, pull boys, wetsuits are permitted, but face masks, flippers, fins and hand paddles are not permitted.
- The lifeguards will sound a warning whistle 5 minutes before the end of the session and then again to clear the pool at the end of the session. Please follow instructions to allow us to clear the site and carry out cleaning before the next group of swimmers arrive.
- Swim tickets are not refundable.
- In the unlikely event that Portishead Open Air Pool has to cancel a session, refunds WILL be issued. Booking fees cannot be refunded; this is out of our control.

LANE SWIMMING

- The pool will be divided into 4 lanes, 1 fast, 2 medium and 1 double width for slower or casual swimmers.
- Please choose a lane to suit your pace or if full choose another lane, please use the signs at the shallow end for swim direction.
- At the end of the length, look over your shoulder, if someone is there and would like to pass, please allow them to pass.
- If you are being passed or want to pass others please consider moving to another lane.
- The lifeguard may ask you to move lanes, please observe their instructions without discussion or arguments.

SEASON TICKET HOLDERS

- Your season ticket is for your personal use only and is not transferable.
- Please be prepared to show photo identification if asked for confirmation of your identity.
- Season tickets are expected to run from 4 April to 4 October 2026, they start from whenever in the season they are purchased and your membership will cease at the end of the heated season. The PPCT reserves the right to extend the season as appropriate.

- Can be used for Calm Swimming, Lane Swimming and General Swimming sessions. Other sessions and special events, such as Twilight, Full Moon Swims and Cold-Water Swimming sessions are not included.
- Season ticket holders can book tickets in advance online or come to reception on the day. It is recommended to book in advance as we cannot allow walk-ins if the session is at capacity. When booking online, the system will recognise you as a season ticket holder (ie your swim will be free of charge). You will need to be logged in to the site on your device to do this, so keep a note of your password.
- Please only book advance sessions you plan to attend as there are no transfers or cancellations. Repeated no shows will result in your membership being cancelled.
- Portishead Open Air Pool tickets are not valid at any other pool.