

# Indoor leisure facilities customer charter – our promise to you

## Our team

Our team will wear uniforms and name badges.

We will provide supervision of our facilities in line with industry guidelines. We train all team members to the appropriate standards.

Depending on the facility you visit, these qualifications may include:

- RLSS Pool Lifeguard Award
- Level 2 Fitness Instruction
- Level 2 Swimming Instruction
- First Aid at Work Certificate
- Customer Care Training
- Appropriate Sports Coaching Qualifications
- Safeguarding Vulnerable People
- Leisure Watch

All team members follow the Normal Operating Procedures and Emergency Action Plans.

## We listen, we care

We value your comments and opinions. They influence the services we provide.

Each leisure centre operates a 'Customer Comments Scheme' for you to give feedback.

Comments will receive the management's attention. We will respond within ten working days.

You can share comments by:

- speaking to a Team Leader
- filling in a comment card
- completing a feedback form (by scanning the QR code at reception)
- emailing [customerfirstoffice@northtyneside.gov.uk](mailto:customerfirstoffice@northtyneside.gov.uk)
- on social media
- by post

## Information

Each facility provides a programme of activities, a price list and opening times.

Facilities may close for a booking or planned maintenance. Where possible, we will give two weeks notice.

We may communicate closures via posters, on our website and on social media. Where possible we will call or email customers with a pre-booked activity.

## Health, safety and wellbeing

We care about the health, safety and wellbeing of our customers and team members by:

- ensuring facilities are clean
- ensuring facilities are appropriate for the activity for which they are being used
- inspecting facilities and equipment on a regular basis
- cleaning toilets and changing areas every two hours

We operate a child protection and vulnerable adults policy in leisure centres.

For more information on health, safety and wellbeing, speak to a Team Leader.

## Gym admission

Juniors aged 11 to 13 must be accompanied by a responsible person aged 18 or over. Juniors aged 14+ can attend on their own with parental consent.

## Swimming pools

All our swimming pools have the chemical content measured. The team check our pools every two hours. All pools receive frequent and random checks by an independent water testing agency.

We aim to maintain a water temperature appropriate for the design and purpose of each pool. We follow guidance from the Chartered Institute for the Management of Sport and Physical Activity (CIMPSA).

- **Hadrian Leisure Centre**  
Main pool: 29°C / 84°F  
Small pool: 30°C / 86°F
- **Tynemouth Pool**  
Main pool: 28°C / 82°F  
Small pool: 30°C / 86°F
- **Waves**  
Main pool: 30°C / 86°F  
Teaching pool: 30°C / 86°F  
Aquatic Play Area: 30°C / 86°F
- **The Lakeside Centre**  
Main pool: 29°C / 84°F  
Small pool: 30°C / 86°F

Masks, snorkels, fins or any other sub-aqua equipment are not permitted in public sessions.

You can speak to reception if you would like a private space away from the mixed sex changing facilities.



## Admission policy information

We base guidance on industry recommendations.

As an adult you have a responsibility to know the swimming competency of the children in your care. You must supervise and maintain contact with them at all times.

Weak and/or non-swimmers must wear floatation aids at all times.

On occasion, management can waive this guidance by carrying out a risk assessment. Contact reception teams for further details.

Customers must be 17 years old to access the Health Suite facilities at Tynemouth Pool.

### Hadrian Leisure Centre, Tynemouth Pool and The Lakeside Centre

- A responsible person aged 16 or over must accompany children under 3 years of age on a one to one basis
- A responsible person aged 16 or over must accompany children between 4 and 7 years old on a two to one basis
- Children aged 8 years and over may attend the pool without a responsible person

### Waves

- A responsible person aged 16 or over must accompany children under 3 years of age on a one to one basis
- A responsible person aged 16 or over must accompany children between 4 and 8 years old on a two to one basis
- Children aged 9 years and over may attend the pool without a responsible person

## Sports/coached sessions

A responsible person aged 16 or over must supervise all children under the age of 8.

If a child under 8 is going to an organised activity, they must stay with a responsible person until the instructor arrives. Those responsible for child(ren) must remain in the building, unless agreed otherwise at the time of booking.

For supervision requirements at children's parties, ask a member of our team.

## Photography / recordings

You cannot take photos or videos of any kind, unless authorised by the Team Leader.

The use of mobile phones is not permitted in changing areas.

## Safeguarding

The safety and wellbeing of children and vulnerable adults is a priority. They should be able to take part in sport and leisure activities without being at risk.

Our team take the necessary steps to ensure a safe environment for both young people and vulnerable adults.

## General Data Protection Regulations

We collect, use and hold personal information about you to provide services.

We process your data lawfully and protect and respect your privacy.

You can read our full Privacy Notice on the North Tyneside Council website by searching 'Privacy'.

## Kindness and respect

We treat all our customers with respect. In turn, we expect customers to treat team members and others in the building in the same way.

We will not tolerate abuse of our team or facilities, or the use of foul or discriminatory language. We will take necessary and appropriate action to manage this.

