

## Compass Wellbeing Terms and Conditions

Compass Wellbeing is delivered by CDST Ltd (Registered company number 10408318), the trading arm of charity Compass Disability Services (Registered company number 4245798/charity number 1099376). CDST Ltd adopts all of the policies of Compass Disability Services, which can be found at [www.compassdisability.org.uk](http://www.compassdisability.org.uk).

Any personal information we hold will be held in accordance with the data protection act 1998. This may be used to contact customers about the services provided by CDST Ltd or Compass Disability Services, which includes the services provided by Compass Wellbeing. We will not share personal information with any other parties.

### **General Conditions of Use**

- Compass Wellbeing reserves the right to change or amend our terms and conditions at any time.
- All customers, particularly those with pre-existing medical conditions must check with their General Practitioner for guidance prior to commencing any activities at Compass Wellbeing.
- Any customer with a notifiable or contagious illness must refrain from attending the centre until 48 hours clear. Please see refund section below.
- Customers are to report to reception on arrival before commencing any activities.
- Customers must adhere to any advice regarding Health & Safety given to them by the Wellbeing Team to ensure that sessions are held in a constructive and safe manner. Any deviation from the Health & Safety

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guidelines causing injury or damage to persons or the facility will be the responsibility of the customer.

- Customers must use the facilities and the equipment with care to avoid unnecessary damage. All equipment at Compass Wellbeing is owned by Compass Wellbeing and at no time is equipment to be removed or altered by customers.
- Customers must receive a demonstration on the use of equipment and must use in accordance with the demonstration given by the Wellbeing team.
- Customers may be asked to leave a session, without refund, if there is evidence that the terms and conditions are not being adhered to.
- Photographs are not to be taken without prior consent of those involved.
- Smoking is not permitted in any part of the building(s) and is only permitted in designated smoking areas.

### **Hydropool Specific**

- Please note this is a non-attended pool, and customers use at their own risk. Any customer under the age of 16 must be supervised by a responsible adult at all times.
- No food will be allowed in the confines of the Hydropool and only drinking water is permitted.
- It is recommended that a maximum of 30 minutes is spent in the Hydropool, giving adequate changing time within the hour.
- Customers are to attend the Hydropool during their allotted sessions and to leave enough time to change and collect personal items. Access to the Hydropool room starts at the booked session start time and customers must vacate the Hydropool room at the session end time. Any customers found to be abusing the session times may jeopardise their ability to book future sessions.

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- The Hydropool is to be left in a clean and acceptable condition as found. Please leave it as you would wish to find it.
- No jumping or diving, no running or dangerous manoeuvring, no fighting or heavy petting in the Hydropool.
- Customers must comply with the “Pool Rules” displayed on the pool wall.
- Customers must shower prior to use of the Hydropool.
- It is advised that customers do not wear jewellery/watches whilst in the Hydropool as Compass Wellbeing will not accept any responsibility for loss or damage to items. Lockers are provided for customer use during sessions in the Hydropool, all personal items are left at the owner’s risk.
- If customers intend to use their own floatation aids please ensure that these items are clean and serviceable.
- Customers must bring their own swimwear, towels, gowns, footwear. In addition to this should there be a continence concern it is the responsibility of the customer to bring adequate protection that can be worn in the water.
- No one should enter the pool if they are unwell or have any contagious illness or infections such as gastro-intestinal infection, ear infection, chest infections, urine infections or uncovered wounds.
- Water proof dressings should be used to cover minor cuts and abrasions.
- Verruca socks must be privately purchased and worn at all sessions until the verruca has gone.
- Customers should not enter the pool if they have diarrhoea or vomiting or have had any symptoms within the last 48 hours. Should the pool become contaminated i.e. faeces, blood or vomit, swimmers are to exit the pool immediately and inform a member of staff.
- For comfort reasons we recommend a maximum of 6 adults or 8 to 10 people (where at least 4 are under 16) in the Hydropool at any one time.

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- Customers who book a “Men or Ladies Only” session and require support, must ensure that their support person or carer is of the same gender.

### **Activity Room(s) Specific**

- Food and drink will only be permitted within the activity room(s) if it is part of the group/class that the customer is attending.
- Customers are to attend the activity room(s) during their allotted sessions and must leave enough time to clear away or collect personal items on exit.
- The activity room is to be left in a clean and acceptable condition as found. Please leave it as you would wish to find it.

### **Sensory Room Specific**

- For comfort reasons we recommend a maximum of 10 children or fewer people if adults are in the sensory room at any one time.
- No food or drink will be allowed in the confines of the sensory room.
- Customers are to attend the sensory room during their allotted session time and to leave enough time to collect personal items on exit.
- The sensory room is to be left in a clean and acceptable condition as found. Please leave it as you would wish to find it.
- Outdoor foot wear must be removed prior to entering the sensory room, although socks and/or internal foot wear i.e. slippers, must be worn at all times.

### **Carers/Guardian Responsibility**

- Compass Wellbeing will accept responsibility for children (aged 7+) using the centre, who are registered by a parent or guardian for a specific activity where child/youth care is intrinsic to the activity. E.g. Compass Kidz Klub, Young Carers Groups and Young Disabled People’s groups. Compass

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Wellbeing will not accept responsibility for persons of any age who require personal care, including toileting and feeding. In these instances people must be accompanied by a parent/carer at all times.

- Carers or Guardians will take responsibility for and actively monitor those under their care during sessions in all areas of the centre.

## Hire Charges

- All sessions must be paid for before use of the facility. Please refer to the refund section within this document for cancellation and refund information.
- Compass Wellbeing reserves the right to cancel bookings without notice. Compass Wellbeing will endeavour to contact any person who has already reserved a place on any cancelled session as soon as possible.

## Parking

- Customers park their vehicles at their own risk.
- Parking is on a first come first served basis.

## Insurance

- Compass Wellbeing holds its own policies of insurance with regard to Public Liability.
- Compass Wellbeing will not be held responsible for any liability which is a result of customer negligence or customer misuse of equipment or facilities.
- Customers are responsible for the security and safe keeping of their own personal items. Compass Wellbeing takes no responsibility for lost, stolen or damaged items.

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## Complaints

- Should customers have any concern or complaint, they should speak to a member of the team who will assist and try to resolve the matter as quickly as possible.
- Alternatively they can visit the Compass Disability Services website for our Complaints Policy.

## Refunds

- All Sessions
  - Less than 14 days notice of cancellation is non-refundable.
  - Between 14 and 28 days notice of cancellation is non-refundable, but session can be rescheduled for the same session type dependent upon availability. The rebooked session must be within 28 days of the original booking.
  - More than 28 days notice of cancellation is fully refundable.
  - All cancellations must be submitted in writing or by email, at which point a cancellation number will be issued by return. The customer should retain this number for reference.
- Birthday Party's
  - Once paid, the £30.00 deposit is non-refundable however, should customers need to change the date this can be done prior to the final payment being received, subject to availability.
  - Full payment is required 7 days in advance, once received the party cannot be cancelled, the date amended or the payment refunded.
- Sessions (not Birthday Parties) cancelled due to a notifiable or contagious illness at any time, will be permitted to rebook at an appropriate time, dependent on availability. No full or partial refund will be offered.

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- Should a session cease due to contamination caused during the customer's session, no refund will be applied.
- Should a session be cancelled by Compass Wellbeing for any reason other than the fault of the customer then a full refund or the option to book an alternative session will be offered.
- All refunds are at the discretion of management at Compass Wellbeing.
- For any further information on cancellations and refunds customers should speak to a member of the team who will be happy to help.

### **First Aid**

- First Aiders are available on site.
- Customers must report any accidents or incidents to reception at the earliest opportunity.

### **Fire Evacuation**

- In the event of a fire alarm customers are to leave the building by the nearest exit, not stopping to collect personal items. On exit a member of the team will direct customers to the Fire Assembly Point.
- Customers are asked to please take a few minutes to familiarise themselves with our emergency exits, these can be identified by appropriate signage around the centre, or they can speak to a member of the team.

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