

Customer Guidance

The following guidance is in addition to any terms & conditions relating to specific activities, events or functions:

- All activities must be paid for
- Please respect all other customers and staff
- Guide, hearing and assistance dogs are welcome
- We are happy for you to take photos but please ask permission and provide your details
- If you have found something, please hand it in. If you have lost something, please let us know
- Please wear clothing suitable for the activity you are taking part in
- Footwear must have non-marking soles
- All Astro Turf users must wear Astro Turf boots or trainers
- Please refrain from swimming for 48 hours if you have suffered from vomiting and/or diarrhoea.
- Please shower before using the pool and note swimming caps are advised
- Please don't enter the pool until a lifeguard is present on the poolside
- No outdoor footwear to be worn on the poolside
- Our aim is to promote a healthy lifestyle so please do not use our centres under the influence of drugs or alcohol
- Sports changeovers are included in your booking time
- Once your time slot has finished please leave the playing area or class
- Please return hire equipment in good condition or you may lose your deposit
- Only plastic drinks bottles are acceptable. Glass bottles are not permitted in any area
- If you want to benefit from reduced rates you must present the correct ID
- Please treat the building and any equipment with respect
- KAL does not accept responsibility for any loss, injury or damage sustained by or to any person, or the property of any person, using or visiting the premises or the grounds of the premises
- KAL reserves the right, without prior notice, to amend these conditions.