

Pool User Guidelines

Panorama Recreation



Aquatic spaces are shared between a variety of user groups and use types. As facility users, you play an integral role in contributing to a safe, positive and inclusive recreation and sport environment.

Prior to using the facility, please take time to read these guidelines and share them with others involved in your booking. Procedures outlined are to ensure smooth functioning – recognizing transitions are typically tight, and user group presence can overlap.

Thank you in advance for your cooperation!

CODE OF CONDUCT

Panorama Recreation promotes a safe, welcoming, positive, and inclusive environment where everyone is valued and respected. Staff, volunteers, participants, and facility users are expected to be considerate, respectful of others, and take proper care of our facility and equipment. Prior to commencing facility use, please familiarize yourself with Panorama Recreation's [Code of Conduct policy](#).

INSURANCE

We require proof of insurance covering all sessions within your contract, at least 2 weeks prior to the first session within the contract. The Certificate of Insurance must include:

- At least \$5,000,000 Commercial General Liability.
- Capital Regional District named as additionally insured (not Panorama Recreation); and
- Severability of Interests and cross liability noted.

Insurance may be purchased through a provider of your choice or CRD-partnered InstantRisk > <https://crd.instantriskcoverage.com/login>.

CANCELLATION OR AMENDMENT

Request for cancellation or amendment (including rescheduling) of one or more sessions within your contract must be made at least 30 days prior to the desired date(s). Please contact our Aquatic Coordinator for cancellation and amendment requests.

DROWNING & WATER RELATED INJURY PREVENTION

As affiliates of the Lifesaving Society, we envision a Canada free from drowning and water-related injury. The following describes the importance of safety supervision and your role in bringing participants to Panorama's Aquatic Facility. Please read carefully and direct any questions to Panorama's Aquatic Management.

MISSING PERSON

In the case that you cannot find a participant – no matter who. Contact the lifeguards **IMMEDIATELY**.

A missing person in the Aquatic Facility could be life-threatening. Lifeguards will clear the pool and search the facility until the participant is found.

DO NOT MAKE ANY EXCEPTIONS

UNDER 7-YEAR-OLDS

Children under 7 are more at risk of drowning or water-related injuries. All pool users that are under the age of 7 must be within arm's reach of a mature adult 16 years +.

All pool users who are under the age of 7 have many applicable rules:

1. Must be in arms reach of an adult 16+
2. No Sauna or Steam Room
3. Adult must walk the child to the top of the slide and wait visibly on the pool deck below
4. Adult must be in the water if the child is jumping off the diving board

Ensure an appropriate ratio of under 7 participants to adults. The expected ratio is 1:3.

SAUNA, STEAM ROOM, HOT TUB

In hot spaces, there is a risk of heat-related injuries. Please follow these rules diligently.

Children under 7 are forbidden in the Sauna and Steam Room.

Ensure all life jackets and water wings are taken off before entering the hot tub, to reduce the risk of heat-related injuries. Please limit your stay to 10 minutes.

POOL CLEANLINESS

We ask that all participants have a shower rinse before entering the pool. This will help reduce our pools' chlorine demand and help reduce the trichloramines in the air.

Participants are allowed to wear any kind of CLEAN clothing into the water that will not impede their ability to swim.

Please ensure that any trash or recycling has been cleaned up or thrown away while in the changerooms or on the pool deck.

CHANGEROOMS

Please ensure that participants are being respectful and using appropriate volume when using the changerooms.

Please do not leave belongings unattended in the open areas of the changerooms.

Tokens are required to access the lockers; tokens can be purchased at reception for \$0.25.

SWIM TESTS

Lifeguards will conduct a swim test for School Groups and Camps

The swim test is a demonstration of participants' swimming ability with the aim of drowning prevention.

You must show that you are able to jump in and swim 10 meters confidently from the deep end of the lap pool toward the shallow end.

Participants who don't want to try the swim test or fail are to stay away from deep water. It is highly suggested that participants who incomplete the swim test wear a life jacket.

If you fail or do not take the swim test, you may not enter the main lap pool (big pool) without a life jacket.

Expectation:

After entering the pool deck, please meet with a lifeguard and organize your participants in a line near the diving board. Ensure your group is ready to listen to the lifeguard's instructions. Once the swim test is complete, please ensure all swimmers are cared for accordingly. It is not **only** the lifeguard's responsibility to prevent drowning and water-related injuries. Please ensure that you are always supervising your group.

Swim tests are required for use in the Main (cold) pool.

POOL RULES

Please ensure that the rules are followed.

- All children under the age of 7 must be within arm's reach of an adult (at least 16 years of age)
- All bathers must have a cleansing shower before entering
- People who appear to be afflicted with open sores, bandages, head colds, discharging ears or noses or inflected eyes are forbidden to enter the pool area
- Person with diarrhea illness or nausea should not enter the pool
- Bottles, glass, and other hazardous objects are prohibited within the pool area and change rooms
- Report to the lifeguard immediately if injured or if there is contamination in the pool
- No diving into the pool, except for designated areas
- No running on the deck
- No rough play permitted or engaging in other conduct likely to cause injury in the aquatic facility
- Any person under the influence of alcohol or drugs is prohibited from entering the pool
- Consumption of food in the swimming pool and on the pool, deck is forbidden
- Non-toilet-trained children are required to wear a swim diaper
- To ensure everyone's privacy, the use of cell phones is prohibited in changing rooms and pool decks.

Climbing Wall

To ensure your safety and the safety of others:

BEFORE:

1. Climbers may not use the wall without the direct supervision of aquatic staff
2. Climbers must read, understand, and obey all posted rules, instructions, and warnings

3. The climbing wall is for swimmers only; non-swimmers and beginners should not use the wall

DURING:

1. Only one climber is allowed on the climbing wall at a time
2. Climb must begin from the water
3. Only feet-first entries are allowed when entering in the water, no diving

AFTER:

1. Swim away from the climbing wall drop zone when you are finished

Waterslide

To ensure your safety and the safety of others:

1. Single Riders only! 1 person, 300 lbs (136 kgs)
2. Patrons less than 42 inches tall are not permitted on the slide.
3. Eyeglasses must be securely affixed to riders with head straps.
4. Swimwear with exposed zippers, buckles, rivets or metal ornamentation is not permitted.
5. Riders must wait for the attendant's start signal before starting the ride
6. Always keep arms and hands inside the flumes.
7. Slide must be ridden feet first lying on your back or in a sitting position.
8. Do not run, dive, stand, kneel, rotate or stop in the slide.
9. At the end of the slide obey the Lifeguards' instructions and exit safely.
10. **CAUTION:** For safety reasons pregnant women, person with heart conditions or back, hip and knee troubles should consult with their physicians prior to use of the slide.

ASSISTED DOUBLE RIDING: See a Lifeguard for complete instructions.

Thank you for renting pool time with Panorama Recreation!

If you have any questions or concerns regarding the use of the facility, please contact us.

We look forward to seeing you soon!

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