

SCHOOL GROUP GUIDELINES

ARENA & POOL BOOKINGS



Thank you for considering Panorama Recreation for a class outing!

Prior to booking, please thoroughly review these guidelines to ensure a positive experience for students and staff.

Book Your Visit

We are pleased to offer online booking! In a few simple steps, view available times, request amenities and/or additional staff, and complete payment. For more information, availability and to book, please visit our [facility rental web page](#).

Plan Your Visit – General Guidelines

- All users are expected to adhere to Panorama Recreation's policies and guidelines including our [Code of Conduct](#).
- School representatives are responsible for the supervision and behaviour of students at all times. It is the responsibility of the coordinating school representative to ensure sufficient support for this (with additional school staff and/or guardians).
- School representative and parent/guardian participation (on-ice and in-water) is required.
- Only those amenities (waterslide, diving board) which have been requested and confirmed by staff will be available during your visit.

ARENA GUIDELINES

What to Bring

- **Helmets** are mandatory for all participants. Free helmets are available in various sizes but, due to limited supply, students are encouraged to bring their own.
- **Gloves** are strongly recommended for safety and comfort.
- **Warm clothing, with layers** - including socks, pants and jacket. Dependent on the time of year and vigorousness of activity, the Arena's ambient air temperature can feel warmer and cooler.

Arrival & Check-In

- Use the south parking lot for bus drop-off and pick-up near the arena lobby.
- The Skate Shop will open 15 minutes before your scheduled time. Check in with staff upon arrival.
- If you have opted for a skate rental package, Skate Shop staff will have this information. If additional rental tickets are required, please see Reception to purchase those (and then exchange with the Skate Shop staff).
- In preparation for receiving skates, students should:
 - Remove shoes and be ready to exchange them for skates.
 - Know their approximate skate size. Note: rental skates do not come in half sizes.

- In most cases, groups will skate on Arena A.
- The arena lobby is available during your booking. Respect of other users is appreciated in this shared space.

During the Skate

Panorama Recreation staff will distribute skates, patrol the ice and provide first aid if needed. Panorama Recreation staff are not responsible for student behavior management.

On-Ice Rules:

To maintain a positive, safe skating environment and experience for all, please:

- No snowballs, tag or reckless skating.
- No lying, rolling or sliding on the ice.
- No sitting on boards or benches (use skate lobby only).
- No food or drink on the ice.

Skating aids (plastic assists) are available for assistance only, if needed. No bumper cars or sledding with them please. School representatives and parents/guardians are responsible for managing skating aid sharing.

Ice cleats are only permitted under special inclusion circumstances (helmet required when wearing).

Safety & Conduct

- First aid is available onsite and facility emergency procedures are in place.
- All participants must show respect for staff, fellow skaters and the facility; adhering to Panorama Recreation's [Code of Conduct](#).

Facilities & Amenities

- Washrooms: Male, female and accessible options available.
- Water fountain and bottle filling station located in the lobby.
- No lockers available—store belongings in the lobby at your own risk. Panorama is not responsible for lost or stolen items.

Accessibility & Inclusion

- Wheelchairs are permitted on the ice (helmets required).
- A wheelchair ramp is available—ask Skate Shop staff for assistance.
- Ice cleats are available for those providing support (not for skaters). Helmet required when wearing ice cleats.


End of Skate

- Staff will announce when it's time to leave the ice.
- All participants and skate aids must be off ice by the end of the scheduled time.
- When returning skates, skaters should:
 - Wipe skate blades with towel and tuck laces into the boot.
 - Line up with skates to exchange for shoes.
 - After receiving shoes, move aside to allow staff to assist others.

If you have any questions or concerns, please contact:

Ryan Smith

Arena Coordinator

 250.655.2181

 rjsmith@panoramarec.bc.ca

POOL GUIDELINES

Arrival & Check-In

- Changerooms are available 15 minutes prior to your scheduled swim.
- Please check-in at Reception before entering the changerooms.
- Students must be supervised in changerooms at all times.
- Once changes, students may assemble on the pool deck behind the diving board. Panorama Recreation staff will deliver a safety talk and swim test before students may enter the water.

Child Supervision

- Children under 7 years old must remain within arm's reach of a mature adult (16+) at all times.
- Supervision ratio: 1 adult per 3 children under 7.

Swim Tests

- All swimmers will complete a swim test administered by a lifeguard.
- Test criteria: Jump or slip into deep water and swim 10 metres confidently toward the shallow end.
- Swimmers who do not pass or refuse the test:
 - Must remain in shallow water.
 - Must wear a life jacket when in the lap pool.
 - Are strongly encouraged to wear a life jacket at all times.
- School representatives and parents/guardians are responsible for ensuring swimmers follow the outcomes of their swim test.

During the Swim

Panorama Recreation staff will conduct swim tests, facilitate requested amenities (waterslide, climbing wall), supervise safe swimming, and provide emergency response and first aid if needed.

Panorama Recreation staff are not responsible for student behaviour management.

Facilities & Amenities

- Changerooms: Male, female, and universal options available.
- Lockers: Tokens required—please purchase at Reception.

Accessibility & Inclusion

- Two accessible stalls with beds, handrails, lifts and showers in universal changeroom.
- Aquatic wheelchairs available.
- Lift access to main pool, leisure pool, lazy river, hot tub and waterslide.
- Leisure pool gradual entry with railings.
- Elevator access to waterslide and patron-assisted double riding available allowing people who use a wheelchair or mobility device to ride the waterslide. Forms are required. Please visit our website: <https://www.panoramarecreation.ca/locations-hours/panorama-recreation-centre>

Missing Person Protocol

If a participant is missing—regardless of age or role—notify a lifeguard immediately. The pool will be cleared and a facility-wide search will begin. Do not delay.

Pool Rules

- Children under 7 must be within arm's reach of a mature adult (16+).
- All swimmers must shower before entering the pool.

Individuals should not enter the pool with:

- Open sores, bandages or infections
- Diarrhea, nausea or other illness
- No glass, bottles, or hazardous objects in the pool or changerooms.
- Report injuries or contamination to a lifeguard immediately.
- No diving, except in designated areas.
- No running, rough play or unsafe behavior on the pool deck.
- No food or drink in the pool or on the deck.
- No alcohol or drug use in the facility.
- Swim diapers are required for swimmers who are not toilet trained or who may be at risk of accidents.
- Cell phone use is prohibited in changerooms and on the pool deck.

Climbing Wall Guidelines

Before Climbing:

- Use only under direct supervision of aquatic staff.
- Read and follow all posted rules.
- Only confident swimmers may use the wall.

During Climb:

- Only one climber at a time.
- Climb must begin from the water.
- Feet-first entries only—no diving.

After Climb:

- Swim away from the drop zone immediately after falling or jumping.

Waterslide Rules

- Single riders only (max 300 lbs / 136 kg).
- Minimum height: 42 inches.
- Eyeglasses must be secured with a strap.
- No swimwear with metal parts (zippers, buckles, rivets).
- Wait for the attendant's signal before sliding.
- Ride feet first, lying on your back or sitting.
- No diving, standing, kneeling or stopping in the slide.
- Follow lifeguard instructions and exit safely.
- Caution: Pregnant individuals or those with heart, back, hip or knee conditions should consult a physician before use.
- For assisted double riding, speak with a lifeguard.


End of Swim

- Staff will announce when it's time to exit the pool.
- All participants must exit the pool and deck by the end of the scheduled time.
- School representatives must ensure all students are accounted for when entering and exiting changerooms.

If you have any questions or concerns, please contact:

Martin Henderson

Coordinator – Aquatic Operations

 250.655.2182

 mhenderson@panoramarec.bc.ca