

General Conditions Zwembad Zuiderzee B.V.

Welcome to Zwembad Zuiderzee, the swimming and recreation accommodation where young and old can enjoy themselves.

The objective of the board and staff is that all visitors use the accommodation and the available facilities in a safe and proper way.

That is why Zwembad Zuiderzee has a number of house rules that every visitor must observe. By buying or handing in an entrance ticket, you agree to the applicable house rules. If you are a bungalow guest, you agree to the conditions after entering into the Agreement.

Guests of EuroParcs IJsselmeer have free access to the swimming pool.

Access

- You must be in possession of a valid admission ticket.
- If you have a medical impairment (e.g. epilepsy), please inform the pool reception in advance.
- Pets are not allowed.

Children

- Children who have not yet obtained a swimming diploma are obliged to wear swimming wings in all baths. These must comply with the NEN-EN 13138-1 safety standard. Never lose sight of your child. Swimming wings do not guarantee against drowning
- A child without the necessary diplomas may not swim or go down the slide without parental or adult supervision. Swimming belts are available for sale at the reception desk or in the restaurant.
- Children without swimming diploma and children up to 11 years of age may only swim in the pool under the supervision and responsibility of an adult. The adult must be 18 years of age or older and hold a swimming diploma.
- Babies must use a baby float in all pools (except the toddler pool). Children who are not yet toilet trained are required to wear a swimming nappy..

Did you know that urine is generally the biggest pollutant in swimming pools? Therefore, always use the toilet.

Changing rooms and lockers

- You must store your clothes in the appropriate lockers in the changing rooms of the swimming pool, it is not allowed to leave your clothes in the changing rooms during or take them to the swimming pool
- Leave valuables at home, do not bring them to the pool. Goods cannot be left in the swimming pool for safekeeping.
- For the use of a locker you pay € 0.20. When you open your locker the € 0.20 will not be returned.

- Check your locker before leaving the swimming pool, so that you don't forget to take anything with you. The swimming pool staff is authorised to remove unattended clothing from changing rooms and will empty the lockers after closing time. If you have forgotten to take something with you, please report this to ijsselmeer@europarcs.nl

Before swimming

- Showering before swimming is compulsory. If the showers are not in use, you are obliged to shower at home.
- Use of soap and/or shampoo is only permitted in the shower areas; not in the swimming pool.
- The wearing of footwear is not allowed in the entire pool and clothes rooms, these will be removed upon entry.
- The swimming pool may only be entered in swimwear, topsless swimming or topsless sunbathing is not permitted. Everyone must wear appropriate, hygienic, tight-fitting and safe swimwear. It is not allowed to use casual clothing as swimwear. Long trousers, loose shorts, t-shirts and other inappropriate clothing are not allowed. Swimwear containing zips, buttons and/or pockets will not be allowed.

Food, drink and smoking

- You are not allowed to bring glassware, thermos flasks, coolers, your own drinks or food into the pool. Various refreshments and snacks are available at the pool bar.
- It goes without saying that the swimming pool is a non-smoking area. This also applies to water pipes and E-cigarettes. Drugs are not tolerated and will lead to removal from the pool.
- If (excessive) alcohol consumption is detected by pool staff, immediate action will be taken and may lead to removal from the pool.
- It is not allowed to enter the water basins with food and/or beverages.

Swimming and use of the water slides

- The slide is only accessible when the water current is in operation. For safety reasons, it is absolutely forbidden to stand, jump, walk or carry objects or persons on the slides.
- You are to follow the posted rules in the pool.
- It is strictly forbidden to dive into shallow water up to 1.40 metres and into the swimming pool.
- The use of balls etc. is not permitted in our pools, with the exception of beach balls.
- Swimming with chewing gum in your mouth can cause a choking hazard and is therefore not allowed. Chewing gum is also harmful to the water and plumbing.
- For safety reasons and because of inconvenience to other visitors, running or running is not permitted.
- You must follow the instructions for the slide given in the pool. Please note that frequent use of the slide can cause wear and tear to your swimwear. Zwembad Zuiderzee is not liable for any damage.

Safety

- Unwanted and desired intimacies are not tolerated.
- Dangerous behaviour (jumping off the railing, not keeping a distance by the slide, etc.) will not be tolerated and will lead to removal from the pool.

- Photo and/or video equipment may not be used in the changing rooms and shower rooms of the swimming pool. If photo or video equipment is used illegally, it can be confiscated by the pool staff.
- Objects that can cause physical injury are not allowed.
- When the pool is too crowded, the number of visitors can be limited in order to maintain safety. In order to maintain visitor safety, the pool manager may reserve the right to modify the opening hours of the pool and to close down the complex partially or completely.
- For safety reasons, we advise you not to wear jewellery in the swimming pool.

Access will be denied or your stay will be terminated.

- Theft (in case of theft, a report will always be made to the police).
- In case of sexual harassment, the police will be called in immediately.
- Access to the swimming pool can be denied in case the instructions of the pool staff are not followed. In case of repetition, access can be denied for a certain period of time without restitution of entrance tickets or swimming pool cards.
- Access will be denied when a visitor is suffering from contagious diseases or has open wounds.

Liability & Privacy

- Every user of the swimming pool is expected to be aware of the house and behaviour rules of Zwembad Zuiderzee.
- Zwembad Zuiderzee accepts no liability whatsoever for accidents, theft of or damage to the property of visitors.
- Visitors who cause damage to property of Zwembad Zuiderzee are held liable for all costs incurred to repair the damage.
- For your and our safety, we use video surveillance and registration.

Comments or complaints

1. **In the unlikely event that a complaint arose during your stay that was not resolved according to your expectations, please inform Zwembad Zuiderzee as soon as possible in writing via: ijsselmeer@europarcs.nl**