

THE HEADLAND

CORNWALL



Aqua Club user Terms & Conditions

Covid-19

As we are managing a public health issue, we expect the full support of all our stakeholders: our guests, our team and our business partners. Covid-19 information restrictions are subject to change without notice according to government guidelines and operational necessities. We will make ongoing changes essential for your safety and for the long term interests of the business. Please see the Covid-19 notice on the website for the latest information and familiarise yourself with the latest announcements on the government website.

We ask you to check the latest government guidelines to see if the latest announcement impacts your break. We politely remind you that it is also the responsibility of you, our guests and visitors, to be aware of the current laws and restrictions which are in place, and follow them stringently and in a responsible fashion during your time at The Headland.

1. The Aqua Club is open from 8am - 9.30pm. The 25-metre pool may have specifically reserved times for training.
2. The facilities do not have a lifeguard and you swim at your own risk. Children under 16 must be supervised by an adult at the ratio of one adult to two children.
3. For expectant mothers and children under the age of 16, we recommend that you do not use the sunset spa, hydrotherapy pool and the sauna. The Edge pool surrounding the Sunset Spa, the 25-metre pool and the splash pool are all suitable.
4. Users of The Aqua Club may not bring in their own food (with exception of baby food) or drinks under any circumstances whatsoever. The use of drinking glasses/crockery is not permitted outside the designated area.
5. Free car parking is available to members whilst the facilities are being enjoyed on site. Other offsite activities fall outside this arrangement and will be subject to our usual parking controls; PCNs will not be cancelled for members in these instances. Vehicles are parked the owners' risk. There is an automatic number plate recognition scheme and everyone must register their car(s) on arrival to avoid a PCN. If you forget to do this, the DVLA charge will be your responsibility to settle with us before we arrange to cancel the ticket with the external parking company.
6. Personal belongings are the responsibility of each member of the party, lockers are provided. Whilst lockers are available, you are advised not leave valuables in The Aqua Club. We do not accept liability for the loss of, or damage to, such items.
7. We accept no liability whatsoever for any accident, loss or damage to property, unless such loss is demonstrably due to our negligence. We cannot be held responsible for failure of public services (e.g. water, gas, electricity etc), or any disturbance that is beyond our control. In all cases, except personal injury or death, our liability to you for the total of all claims arising out of your visit to The Aqua Club, is limited to the cost of the booking.
8. Smoking is not allowed in any part of The Aqua Club, including the outside pool and terrace area.
9. In the interest of safety; running, jumping and diving are not permitted in any of the pools. The use of inflatables, snorkels, wet suits, surf boards, flippers and balls are also prohibited.

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10. Guests should be suitably attired whilst using the facilities. Please remove all jewellery before using the wet facilities and sauna. Some swimming costume fabrics are more easily bleached by the chemicals used in our Sunset Spa, Vitality and Hydrotherapy pools, so ensure you rinse them immediately after use. Please follow the health guidelines of 20 minutes per session. The Aqua Club will not be held responsible for any damage or failure to comply.
11. Dogs are not permitted in The Aqua Club pool area or The Deck restaurant.
12. We do not permit press or blog reviews by members of the press, guests or members of the public without prior written consent in conjunction with our PR department.
13. CCTV is in operation in public areas for security reasons.
14. Behaviour of Aqua Club and The Deck guests should not be excessive or rowdy, and must not cause annoyance, distress or embarrassment to fellow guests or staff. Threatening, offensive or illegal behaviour will not be tolerated. We reserve the right to recover from the person making the booking any discretionary compensation payment, or discount, that we may have to pay to any other guests, as a result of your actions, or by a member of your party. This includes damage to the building, fixtures and fittings. Failure to comply with any of the conditions may result in you and your party being asked to leave immediately. Re-entry may not be allowed to any guest if behaviour falls below expected standards.
15. You are specifically advised not to undertake strenuous physical activity for which you might be medically unfit. The hotel will not be responsible in any way for any harm which may come to a guest or member of the Spa as a result of your activities within the leisure area, or if you undertake any activity which is beyond your physical capability. Users must not use the facilities whilst under the influence of alcohol or if you have a contagious disease, infectious skin condition, open sores or wounds.
16. For safety reasons, the hotel reserves the right to restrict the number of guests using the facilities at any one time. The Aqua Club may close for certain periods of time for necessary maintenance, redecoration and exclusive events or for any other reasons that the hotel may deem necessary. Notice of any changes will be displayed at the hotel and Aqua Club Reception. We will do our best to ensure that guests and members are not inconvenienced; however, there will be no refunds during these periods.
17. During windy and inclement weather conditions (at any time of the year) access to the outside deck area containing the Sunset Spa, Edge and Vitality pools will be restricted. During the quieter winter months from early November to late March these outside pools may not be in use during very cold wet and windy weather but we certainly plan to have them open for the Christmas and New Year period and for February half term if at all possible.
18. Prices and timings are correct at the time of publication but may change without notice, with the exception of confirmed bookings. These will not alter other than to reflect any changes in tax. Online published Terms and Conditions supersede any printed collateral. E&OE.
19. We reserve the right to refuse any booking or entry.