

Rules governing use of S.E.H. facilities at the University of Bristol

The following rules and regulations shall apply to all users (“**you**”, “**your**” or the “**user**”) of the sporting facilities (the “**Facilities**”) available at the University of Bristol - Sport, Exercise and Health (“**S.E.H.**”, “**our**”, “**we**” or “**us**”), and unless stated otherwise relate to the services directly provided by S.E.H (the “**Services**”).

1. General rules

1.1. You must not:

- (a) verbally abuse, intimidate or physically threaten any staff or other users of Facilities;
- (b) do anything that is inappropriate or unsporting or which might annoy or put other users of the Facilities in danger;
- (c) do anything that is not in line with these rules and regulations or any other rules which may apply to use of a Facility or that causes damage to sporting equipment made available by us to you for hire or as part of a membership, programme or booking (“**Equipment**”) or a Facility;
- (d) eat or drink (other than water) at a Facility, except in designated areas. Smoking is prohibited at all times within, and close to the Facilities; or
- (e) (except with the prior written permission of S.E.H. Management), sell or attempt to sell or promote in any of the Facilities, any goods, services, articles or Equipment, put up any notices or decorations (internal or external), or take photographs at or in a Facility or arrange for any filming or televising of any activity.

1.2. You must:

- (a) leave each part of a Facility that you have used, in a tidy and orderly condition. Marking of playing surfaces/floors with tape, paint or chalk is expressly forbidden, and should damage of this kind occur, full costs of restoration will be sought from the hirer;
- (b) return any Equipment that you have used or hired from us in the same condition it was in when supplied to you;
- (c) comply with all instructions relating to the use of a Facility during the provision of any Services and use of Equipment (these instructions may be published by notice around the Facility);
- (d) treat other users and our staff politely and with respect; and
- (e) follow the University of Bristol Student and Staff Codes of Conduct (as applicable).

2. Id cards (also known as a ucard) and entry to facilities

- 2.1. If you are a member of staff or a student who is registered with the University of Bristol, your University Identification (ID) card will also be your S.E.H. ID card. If you are a community user, you will be provided with a community member card. In order to gain access to the facilities you must have your University Identification or community card or the University of Bristol Active APP.
- 2.2. Access to the facilities will only be granted to members in possession of a valid University ID card or community member card or the University of Bristol Active APP. Entry may be refused to a Facility if you are unable to provide this.
- 2.3. If your University ID card is lost or stolen, you must follow the usual University procedure for replacement (the cardholder must immediately report the incident to the security office: a replacement card will be issued, and the original card will be deactivated).
- 2.4. Community members' cards can be replaced and a fee of £3 will apply.

- 2.5. When you visit a Facility for the first time you will be required to provide certain information to us for health and safety purposes which will be collected and processed in accordance with the provisions of our [Privacy Notice](#).
- 2.6. A University ID card or community member card is issued for personal use only and must not be shared, lent, or transferred to another individual under any circumstances. We reserve the right to inspect and audit ID card usage to ensure compliance with this policy.
- 2.7. The cardholder is responsible for all activities conducted with their ID card. This includes ensuring the card is kept secure and not left unattended and ensuring that it is not altered or tampered with in any way.

3. Strikes policy for users

- 3.1. If you fail to attend, fail to register your attendance by scanning your ID card at the Sports Centre on Swimming Pool entry barriers, or cancel with less than 3 hours advance notice, or arrive late for a session, a strike will be added to your account. A strike will stay on your account for 72 days unless a ban is imposed in which case, all associated strikes will be removed. This is in place for pre-booked individual activities, including Personal Training.
- 3.2. If you are given 3 strikes on your account for any of the above reasons, then you will be unable to book a session for 6 days.
- 3.3. If you choose to add yourself to a waiting list for a session, you will be automatically added to session if there is a cancellation before the 3-hour cancellation period. If you no longer wish to be on the waiting list, you will need to remove yourself from the waiting list or you will be subject to 3.1 if you do not attend.

4. General health and safety rules, conduct

- 4.1. We do not allow pets into any part of any of the Facilities (except when used for assistance).
- 4.2. To protect your safety please pay attention to all signs and notices around the Facilities.
- 4.3. Fire exits are clearly marked throughout the Facilities. If there is a fire or if you hear a fire alarm, you should make your way out of the Facility through the nearest possible exit to the advertised assembly point.
- 4.4. If you suffer an injury or accident or a 'near miss', you must immediately report the incident and the circumstances to the Welcome Desk or reception area situated at the relevant Facility.
- 4.5. First aid support and a Defibrillator are available from reception.
- 4.6. By accepting these Terms and Conditions, you are agreeing to allow members of S.E.H staff to administer emergency first aid and assistance in event of an incident occurring during your use of the Facilities.
- 4.7. While at the Facilities we expect you to behave appropriately, respectfully, and politely and dress appropriately, at all times. We reserve the right to prevent access or ask you to leave if we think that your behaviour or appearance is not suitable.
- 4.8. For your own safety, when using the Facilities, you must wear appropriate footwear for the surface (for example non-marking smooth soled shoes in halls).

5. Car parks

- 5.1. There are no customer parking facilities at the Indoor Sports Centre on Tyndall Avenue or the University of Bristol Swimming Pool.
- 5.2. Users of the Coombe Dingle Sports Complex may park their vehicles in the appropriate car park in accordance with the displayed terms and conditions.
- 5.3. Parking permits issued by the University for staff and students are not valid at any of the car parks at any of the Facilities.

6. Gym induction

- 6.1. Before you begin using the gym, we will ask you to read and sign the Health Commitment Statement or have a supervised induction. You can also view an optional induction video.
- 6.2. You will not be able to use the gym or its facilities until you have carried out the induction or signed the Health Commitment Statement and we may (at our sole discretion) suspend your membership, deny you access to the gym, or refuse to sell you a membership until you comply.
- 6.3. Only our qualified coaches or personal trainers may set you a training programme.
- 6.4. If you have any concerns about your physical condition, you must not engage in or carry out strenuous activities without first seeking medical advice.
- 6.5. You are advised to warm up properly before any workout session and cool down properly to avoid any injury or physical strain.
- 6.6. The minimum age for use of the gym facility is 16. If supervised by an adult who has a full membership, 14- and 15-year-olds can enter the gym but they must be supervised at all times.
- 6.7. If you do not feel competent in using a piece of equipment or undertaking a specific exercise please speak to a member of the SEH Team before starting.

7. Other facilities (Regular Bookings of Coombe Dingle, Swimming Pool and Indoor Sports Centre)

- 7.1. It is the responsibility of the hirer to ensure that all those attending respect 'no smoking' areas and instructions.
- 7.2. Playing music in public spaces requires licenses, and users must not play music in public at Facilities without having appropriate licensing arrangements and S.E.H management authorisation.
- 7.3. The hirer shall not without our consent use their own or third party large equipment at a Facility (for example goals, posts etc). When such equipment is used then it is the responsibility of the hirer or third party to maintain adequate insurance for third party public liability or personal accident risk. We shall require a copy of the valid cover note for such insurance and shall have a right to cancel any booking if not totally satisfied with the amount of cover. We reserve the right to charge the hirer the cost of checking all electrical equipment to the standards in force at the time of the event.
- 7.4. Whilst every effort is made by the staff to provide facilities which are fit for purpose it is the responsibility of the hirer to satisfy themselves that the conditions are safe prior to use and to notify reception if it is not.
- 7.5. Use of showers - In order to use the showers within our facilities, you must have a membership with us (Active Connect or above) or have a live booking with us at one of our facilities.

8. Hospitality (Coombe Dingle and The Richmond Building)

- 8.1. Only food and drink purchased from the Facilities can be consumed on site. No food or drink may be taken onto playing surfaces. Hospitality services can be provided on request. Please contact seh-bookings@bristol.ac.uk for further details.
- 8.2. Coombe Dingle Sports Complex has an on-site bar and catering facilities and is available for private bookings. Opening times may vary, depending on complex events and usage.
- 8.3. Pre-ordered catering is required to be ordered two weeks before the function. Final catering schedules are required not less than 5 working days prior to date of function.
- 8.4. No alcohol can be brought onto site by hirers or persons attending for consumption on the premises unless prior written consent from the University is obtained and for which a corkage charge will be made.

8.5. Requests for catering are made through the University's Catering department, 'Source'. This will be treated as a separate 'contract' with them but all conditions stated in this document are the same unless otherwise agreed directly with Source.

8.6. The cancellation policy for catering is 48 hours before the catering booking. Pitch inspections will be conducted on Thursday mornings for weekend fixtures to ensure customers can cancel their catering booking if the facilities are not available (e.g. due to the weather).

9. Lockers, lost property

9.1. You should lock all your belongings and personal property in the lockers provided around the Facilities. To the greatest extent permissible by law we accept no liability for theft, loss or damage to your property occurring on the premises or within the grounds of the Facilities. Lockers are cleared out every 24 hours.

9.2. Equipment/ belongings must not be stored in lockers overnight. If any property is found in lockers when a Facility is closing it will be stored for 24 hours (or a longer period should we so decide), during which time it may be collected by you. Following this period property may be disposed of.

9.3. The lockers at the Indoor Sports Centre and Swimming Pool require a padlock.

9.4. If you find lost property you must hand it to the Welcome Desk or Reception Desk (as the case may be) immediately. Any items submitted to us will be held for a period of 4 weeks, after which they will be gifted to charity, apart from water bottles which for health and hygiene will be disposed of after 1 day.

10. Conduct at the facilities

10.1. We operate a strict code of conduct which applies to all users while at any of the Facilities. Please see the [Acceptable Behaviours Policy](#).

10.2. You must also comply with any notices or rules displayed within a facility (for example, gym rules).

10.3. You must respect staff and other users, members, and guests of the Facilities at all times and treat them with respect. You must respect their rights, treat them fairly, be mindful of them when expressing your views, treat them with courtesy and respect their authority and reasonable decisions.

10.4. You must not use rude or offensive language, or threaten others or use the Facilities to incite hatred or promote your religious beliefs.

10.5. Racial abuse, sexual harassment or other discriminatory comments will not be tolerated under any circumstances.

10.6. You must take care when using your tablet or smart phone while at the Facilities. Images displayed on websites or shared through social media can be offensive and distressing to others in your immediate vicinity.

10.7. You should report to a member of staff any behaviour you consider inappropriate or violent, including bullying, harassment, discrimination and physical, violent or sexual crimes. Examples of harassment and bullying are where others are behaving in an unwanted, unsolicited and unwelcome manner that is offensive or intimidating to you, or are behaving in an offensive, abusive, intimidating, malicious or insulting manner which makes you feel upset, threatened, humiliated or vulnerable. This can include treating another person less favourably on the grounds of gender, race, age, gender reassignment, marriage and civil partnership, pregnancy and maternity, disability, sexual orientation, religion or other beliefs.

10.8. If you feel that you are, or another user of a Facility is, being subjected to harassment, bullying, discrimination, a lack of dignity and respect, or violence in any form, including those mentioned above, you are encouraged to challenge or report this by emailing us at SEH-enquiries@bristol.ac.uk.

- 10.9. If you witness an act of physical violence or sexual crime, we strongly encourage you to contact the police.

11. Photography consent

- 11.1. From time to time we may carry out photography or filming in our facilities to use for documenting events, marketing or publicity purposes across a range of media. These include prospectuses, banners, hoardings, flyers and posters, leaflets, the University website, University social media channels.
- 11.2. You have no obligation to agree to being photographed or filmed: if filming is taking place in a location you are visiting and you have concerns, please raise this with a member of staff.
- 11.3. When you agree to participate and we take photographs or video that focus on you as the main subject, or when we gather testimonials or other statements from you, we will seek your informed consent:
- (a) for the content featuring you to be stored and used; and
 - (b) for your contact details to be stored in case we need to contact you about the images.
- 11.4. Consent will usually be by means of a printed form signed before the photo or video-shoot, but sometimes we may gather consent in other ways: for example, by asking you to read out a consent statement that we record, or by emailing you (especially if, for some reason, you didn't sign a consent form at the time of the shoot).
- 11.5. At times where you are not the main focus of the imagery (e.g. general shots depicting our facilities or large groups of participants at events) and it is not possible for us to collect everyone's permission, we will display notices informing you that this is the case. We ask that you either speak to a member of staff at the time so they can inform the photographer if you don't wish to be included, or after the event email seh-comms@bristol.ac.uk if you do not consent to us using your image.
- 11.6. Our consent form asks for a few brief details including contact information, and tick-boxes for you to indicate whether you are a UK/EU student or an international student. We've included this latter section to help us ensure that images are used appropriately, for example to illustrate a webpage for international students with images depicting international students rather than UK/EU students.
- 11.7. We store images, video, testimonials and any related information on secure servers, located either on its own systems or in externally hosted facilities, always in compliance with the University's data protection obligations.

12. Rules applicable to specific bookings and courses

- 12.1. **Court bookings** - when you make a booking for a court, the following rules will apply:
- (a) a maximum of 4 players are permitted per single court booking;
 - (b) each Pay-As-You-Go booking is limited to a 55-minute session (for example badminton and tennis booking);
 - (c) a minimum of 6 players are required for half hall bookings including but not limited to for netball, basketball, volleyball and 5-a-side football bookings;
 - (d) the user for whom a court booking is made must be present and participating in the activity which is the subject of the booking (or session);
 - (e) spectators are not permitted to observe from courtside, but may observe from any of the available viewing balconies situated within a Facility; and
 - (f) users are required to wear appropriate clothing for the activity being undertaken
- 12.2. **Sport Courses: Swimming (50 weeks)** - whenever you make a booking of this kind, the following rules will apply:

- (a) Our Swim School is designed to help children between the ages of 4 - 16 years to progress through the Swim England pathway. We cannot guarantee that every swimmer will progress to the same standard or maintain similar rate of improvement, but we will undertake reasonable measures to help swimmers achieve the standards required in their target award. Additionally, adult swim school lessons are available where individuals can attend the beginner and/or improver lessons;
 - (b) courses will take place on advertised dates and at the advertised location and time. Occasionally this may be subject to change. If any change should occur, we will use all reasonable endeavours to inform users of any changes. If there is a need to change a course, all customers will be contacted, and appropriate adjustments made to provide a comparable service. If an alternative cannot be agreed a full refund will be offered (this could require an indemnity claim with your bank if the payment is made by direct debit);
 - (c) All swimming lessons will be delivered by a suitably qualified instructor. To support the University's educational and development opportunities, some of our swimming lessons may be delivered by external instructors who are qualified through the Institute of Swimming and/or Swim England or Swimming Teachers Association (STA);
 - (d) When your child is awarded a badge within Swim School, you will be informed by the teacher and directed to reception to redeem your certificate. Any moves in lesson times as a result will be communicated to you in a similar manner through the Home Portal. We cannot guarantee space on a suitable lesson immediately when your child is recommended progression, but we will continue to work towards the relevant standard in their allocated lesson until such as appropriate space becomes available.
- 12.3. **Crash Courses (Swimming)** – whenever you make a booking of this kind, the following rules will apply:
- a) Our Crash Courses must be paid for online, in advance, at the point of booking or via reception at the University Swimming Pool, ahead of the event;
 - b) Parents/guardians are required to bring their children to the Facility at least 10 minutes before the lesson is due to start and must collect their children at the end of the lesson. Admission to lessons after 10 minutes of the start time will not be permitted.
 - c) Parents remain responsible for their children in the changing areas immediately before and after the lessons. Swim School staff cannot accept responsibility for children's safety in the changing areas.
 - d) Parents/guardians may watch from the spectator areas but must not approach poolside during the duration of the lessons. Parents/guardians should remain contactable for the duration of the lesson in case of emergency and, if a child is under the age of 8, parents/guardians must remain in the Facility (close to where the lesson is being conducted) with a visible line of sight to their child for the duration of the lesson.
 - e) Parents/guardians must ensure their child is equipped with an appropriate, well-fitted swimming attire, including goggles if required. Please note that, diving goggles, including a nose guard are not permitted in Swim England lessons. Additionally, if your child swims in a wetsuit, it must not be neoprene when children are tested for distance awards, as these suits provide additional floatation.
 - f) Photography and use of video equipment are not permitted under any circumstances in any part of the Facilities.
 - g) Use of swimming equipment, except were provided by us is prohibited. We reserve the right to confiscate any swimming equipment used in the swimming pool without our prior authorisation.

12.4 Sports Courses: Tennis - whenever you make a booking of this kind, the following terms apply:

- (a) courses will take place on advertised dates and at the advertised location and time. Occasionally this may be subject to change. If any change should occur, we will use all reasonable endeavours to inform users of any changes. If there is a need to change a course, all customers will be contacted, and appropriate adjustments made to provide a comparable service. If an alternative cannot be agreed a full refund will be offered (this could require an indemnity claim with your bank if the payment is made by direct debit);
- (b) parents/guardians are required to bring their children to the Facility at least 5 minutes before the lesson is due to start and must collect their children at the end of the lesson;
- (c) parents / guardians may watch from the balcony but must not watch from the court side unless given permission by the coach. Parents / guardians should remain contactable for the duration of each lesson in case of emergency and, if a child is under the age of 8, parents / guardians must remain at the Facility (close to where the lesson is being conducted). Children under the age of 9 (or where behaviour is an issue) must be accompanied by their parent / guardian while using the changing rooms;
- (d) photography and use of video during courses are not permitted under any circumstances unless we have given explicit permission (which will be for promotional reasons only); and
- (e) parents/guardians must ensure their child is equipped with appropriate attire including non marking soled trainers.

12.5 Holiday Camps (Tennis) - whenever you make a booking of this kind, the following rules will apply:

- (a) Our holiday camps must be paid for online, in advance, at the point of booking or via reception at Coombe Dingle, ahead of the event;
- (b) parents / guardians are required to arrive 5 minutes before the advertised start time and arrive on to collect their child at the end of each camp;
- (c) parents are not required to stay on site throughout camps due to the extended duration, however parents should remain contactable throughout and should ensure that their contact information is up to date on our system, this can be done via the Tennis Team or at reception; and
- (d) photography and use of video during courses are not permitted under any circumstances unless we have given explicit permission (which will be for promotional reasons only).

12.6 Mission Inflatable - whenever you make a booking of this kind, the following rules will apply:

- (a) a swim test needs to be completed by all participants, as the session will be taking place in a pool with a minimum depth of 1.5m;
- (b) Mission Inflatable is not recommended for participants who: are pregnant, have neck or back problems, heart problems or have had recent surgery. You should consider your physical condition and limitations - and those of any children you are responsible for - before deciding to participate, and you should bring any relevant conditions to the attention of the staff at the Facility before the activity commences;
- (c) Children in your care must be supervised by you in the pool as follows:
- (d) a 1:1 adult-to-child ratio for children aged 4 and under;
- (e) a 1:2 adult-to-child ratio for children aged 5 - 7 years; and
- (f) groups of children over 8 years must be accompanied by an adult.
- (g) the maximum number of participants per Mission Inflatable session is 30;

- (h) the use of video or photography is prohibited during public Mission Inflatable sessions;
- (i) please arrive at the Facility 15 minutes before your session start time, and it is essential to check in at the reception area (there will be a member of staff there to meet you). This gives you time to be ready for the safety brief; and
- (j) participants who arrive late and miss the safety briefing will not be able to take part in the booked session, and no refunds will be given in these circumstances.

12.7 Clifton High School: our junior tennis coaching programme at Clifton High School operates throughout the 33-week school term, and lessons are paid for in term-time blocks via online accounts or at reception at Coombe Dingle. More information will be shared with parents of juniors on courses at Clifton High School upon booking.

12.8 Coombe Dingle Pay and Play: throughout the tennis season (during school term dates) we offer a limited number of pay and play sessions, predominantly for adults. Our adult coach and play sessions are delivered indoors and outdoors throughout the season over 50 weeks and must be paid for in advance online or via reception.

13. Pool rules

- 13.1. For health and hygiene reasons, you must make sure you shower and use the toilet (if necessary) before entering the pool.
- 13.2. We may reserve the pool (or part of it) for adult only swimming, classes, lesson, staff training or event activities. We will undertake reasonable measures to display timetables and availability of the pool to you.
- 13.3. You are not allowed to use snorkels, masks, fins, flippers, radios or lilos in the pool, unless we agree otherwise.
- 13.4. Swimming pool members attending a lane session or casual swim must be able to swim one length (25m).
- 13.5. For safety reasons, in and around the pool, children aged 5 – 7 must be accompanied by an adult in a ratio of no less than 1 adult to 2 children. Children 4 and under must be accompanied by a ratio of 1 adult to 1 child.

14. Crash course cancellation

- 14.1. Cancellations with less than 2 weeks' notice will receive no refund.
- 14.2. Cancellations with 2 – 4 weeks written notice will result in a 50% refund or credit note to the member's account.
- 14.3. Cancellations made with more than 4 weeks' notice will result in a full refund or credit note to the member's account.
- 14.4. Transfers between courses can be made at the sole discretion of the course trainer and Facility. Parents/guardians are required to bring their children to the Facility at least 10 minutes before the lesson is due to start and must collect their children at the end of the lesson. Admission to lessons after 10 minutes of the start time will not be permitted. Parents remain responsible for their children in the changing areas immediately before and after the lessons. Swim School staff cannot accept responsibility for children's safety in the changing areas.
- 14.5. Parents/guardians may watch from the spectator areas but must not approach poolside during the duration of the lessons. Parents/guardians should remain contactable for the duration of the lesson in case of emergency and, if a child is under the age of 8, parents/guardians must remain in the Facility (close to where the lesson is being conducted) with a visible line of sight to their child for the duration of the lesson.
- 14.6. Parents/guardians must ensure their child is equipped with an appropriate, well-fitted swimming attire, including goggles if required. Please note that, diving goggles, including a nose guard are not permitted in Swim England lessons. Additionally, if your child swims in a wetsuit, it must

not be neoprene when children are tested for distance awards, as these suits provide additional floatation.

- 14.7. Parents/guardians must not allow their child to swim within 48 hours of experiencing sickness, diarrhoea, or any infectious diseases, and ensure that their child visits the toilet before starting lessons. Any child who is not fully dry toilet trained must wear a protective swim nappy for lessons. These are available free from reception.
- 14.8. Photography and use of video equipment are not permitted under any circumstances in any part of the Facilities.
- 14.9. Use of swimming equipment, except where provided by us is prohibited. We reserve the right to confiscate any swimming equipment used in the swimming pool without our prior authorisation.
- 14.10. Please be aware of the contents of paragraph 13: you are required to serve all the conditions outlined in that section.

15. National pool lifesaving qualification

15.1. Payments:

- (a) Payment must be made using one of the following methods in advance of the start date of the course: Upfront payment, or online payment via debit/ credit card.
- (b) Payment is not received 14 days before the course commences then you will be removed from this course
- (c) Payment covers the length of the course advertised.
- (d) If the candidate does not complete the course no refund will be given.
- (e) Transfers between courses can be made at the sole discretion of the course trainer and Facility.
- (f) This is an examination course, which you must pass in order to gain a qualification. Payment does not guarantee a pass and no refunds will be made if you should fail.
- (g) If a candidate requires a re- assessment the first session will be chargeable at £50 per candidate. If a second reassessment is required, this will be chargeable at £100 per candidate. Payment must be made in full to schedule the reassessment.
- (h) The cost of renewing your qualification is £99.

15.2. Cancellations:

- (a) Cancellations with less than 2 weeks' notice will receive no refund
- (b) Cancellations with 2 – 4 weeks written notice will receive a 50% refund or credit note on to their member account.
- (c) Cancellations made with more than 4 weeks' notice will receive a full refund or credit note on to their member account.

15.3. General:

- (a) Courses will take place on advertised dates and at the advertised location and time. Occasionally this may be subject to change. If any change should occur, we will use all reasonable endeavours to inform users of any changes. If there is a need to change a course, all customers will be contacted, and appropriate adjustments made to provide a comparable service. If an alternative cannot be agreed a full refund will be offered.
- (b) Admission to sessions after 10 minutes of the start time will not be permitted
- (c) Candidates should be equipped in appropriate, well-fitted swimming attire, including goggles if required.
- (d) Photography and use of video equipment is not permitted under any circumstances in any of the Facilities.

- (e) We will undertake reasonable measures to help candidates achieve the standards required in their NPLQ award.
- (f) Missed sessions are non-refundable.
- (g) Candidates must not swim within 48 hours of experiencing sickness, diarrhoea, or any infectious diseases.
- (h) We will use all reasonable endeavours to provide Services with reasonable care and skill. Where you use any Service, you must be honest and truthful with the trainer about any medical conditions which you have. We will not be responsible for any injury or damage which occurs because you have not told the trainer or have not followed the trainer's advice or instructions.
- (i) The university recommends that candidates also revise what they have learnt during the course by referring to their manuals.
- (j) NPLQ policies and documentation can be provided upon request, please email seh-swimschool@bristol.ac.uk

15.4. **Re-assessment:**

- (a) Candidates on an NPLQ course may need to be re-assessed on one, two or all 3 units of the Generation 10 NPLQ if they do not successfully complete their assessments during their course.
- (b) All re-assessments taken after an NPLQ course must be sat within 28 days of the initial assessment date.
- (c) All reassessments are chargeable (see paragraph 15.1 (g)). The cost of this covers the assessor, pool and room hire for the duration of the assessment.
- (d) All theory and practical reassessments are organised by the university will take place at the University of Bristol Swimming Pool. If candidates are not able to attend the University of Bristol Swimming Pool for a re-assessment, then they will be responsible for organising their own reassessment at an alternative location and paying any fees associated with this.
- (e) The university will try its utmost to provide at least an hour of additional training immediately before the NPLQ reassessment.

15.5. **Renewal**

- (a) Lifeguards may renew their qualification only within the period of validity of their existing qualification.
- (b) Lifeguards must meet the following on-going training criteria before being submitted for a renewal assessment:
 - i. Provide written evidence of having completed a minimum 20 hours lifesaving;
 - ii. CPR and first aid training within the two year validity period; and
 - iii. Ongoing training will be provided by the employer.
- (c) After two years your NPLQ qualification will be due for a re-evaluation which is available through the University.