



CLF
Leisure &
Lettings



Tewkesbury Academy **Sports Centre**

Swimming Pool Customer Handbook 2026

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1. Introduction

Tewkesbury Academy Sports Centre is a dual use facility that is based on the grounds of Tewkesbury Academy in Tewkesbury, Gloucestershire.

The Sports Centre benefits from a wide range of facilities. During school hours the facilities allow us to provide school students with a full range of sporting activities within the curriculum and via the extra-curricular programme. In the evenings throughout the week and on weekends, the facilities are used extensively by the local community.

The facilities that can be hired by the public include: Grass Football Pitches, All Weather Pitch, Swimming Pool, Athletics Track, Classrooms, Dance Studio, Drama Hall, Small Drama Hall, Gymnasium, Mini Pitch, MUGA, Rounders Pitch, Sixth Form Centre, Sports Hall and Tennis Courts.

The facility is open 7 days a week throughout the year, except for two weeks at Christmas. There is ample parking available onsite, and our friendly staff are always available to help.

2. Contact Details

2.1 Address

Tewkesbury Academy Sports Centre
Tewkesbury Academy
Ashchurch Road
GL20 8DF

2.2 Contact numbers

Sports Centre office: 01684 293953
Duty Officer on shift: 07580890101

Please note that the Duty Officer number is not for making bookings – it is only for requesting on-site support or in an emergency.

These numbers will only be in operation during our opening times below.

2.3 Staff

Sports Centre Manager: Natalie Potter
Swimming Pool Manager: Nikki Williams

3. Bookings

3.1 General facility and birthday party bookings

To make, amend or cancel a booking, please visit our School Hire website:

www.tewkesbury.schoolhire.co.uk

If you have any queries regarding facility hire, there is a messaging feature that you can use to contact us.

3.2 Swimming lesson bookings

To book a child onto one of our swim school courses or to find out more information, please contact us via: SwimmingLessons@ta.clf.uk

3.3 Holiday course bookings

Please see our website for further detail: [Sports Centre - Tewkesbury Academy](#)

3.4 General enquires

For general enquiries, please email: sportscentre@ta.clf.uk

4. Opening Hours

Mon-Fri: 15:30-22:30 (09:00-22:30 in school holiday periods)

Sat: 08:00-18:30

Sun: 09:00-19:30

5. Car Parking

Please drive considerately and safely when on site and only park in the authorised car parks shown on the highlighted site map below.

The tennis courts closest to the swimming pool can also be used as a car park during letting's hours.

6. First Aid

A First Aid kit is available from the Sports Centre Manager's office and on poolside.

All hiring clubs and commercial organisations must have a first aider present at their session, with a first aid kit. This individual can provide first aid as required. If a serious first aid incident/emergency occurs, please notify the Duty Officer as soon as possible, either via phone or an emergency alarm point.

There are four defibrillators on site (shown on the site map below): one outside the astro pitch changing room block, one outside the swimming pool entrance, one outside the sports centre

office and one at the front of the main school reception. The code to open them is C159X. They should only be removed in an emergency.

If an ambulance is called, the following information must be given:

Your name:

Location: Tewkesbury Academy Sport Centre
Tewkesbury Academy
Ashchurch Road
Tewkesbury,
Gloucestershire
GL20 8DF

Telephone: The number that has been called from.

Type of Call: Urgent/non-urgent

Nature of Incident: Specific information about the injuries/status of casualty

Once it is on the way to the site, a member of staff or public should, whenever possible, be positioned at the junction of the relevant car park entrance and Ashchurch Road, to direct the ambulance to the correct location. During this time, the casualty must not be left unattended at any time.

7. Emergency Alarm System

TA Sports Centre emergency alarm system is designed to allow any member of staff or public to indicate an emergency situation. This is only to be activated in an emergency. Activation of the alarm system will initiate action from the Duty Officer who will respond by going to the area stated and supporting with the situation as necessary.

The emergency alarm buttons are located as follows:

- | | |
|------------------------|--|
| 1 x Green Button Press | - Fitness Studio - adjacent to door |
| 1 x Break Glass Type | - Sports Centre entrance - adjacent to office door |
| 1 x Break Glass Type | - AWP Block - adjacent to kitchen windows |
| 3 x Green Button Press | - Swimming pool |

Other contact numbers in an emergency:

Main emergency number: 999

Universal emergency number (active across a number of countries, including the UK): 112

National non-emergency medical number: 111

8. Fire Evacuation Procedure

The fire evacuation point is highlighted with a red dot on the site map below. It is the area in front of the Sports Centre Reception.

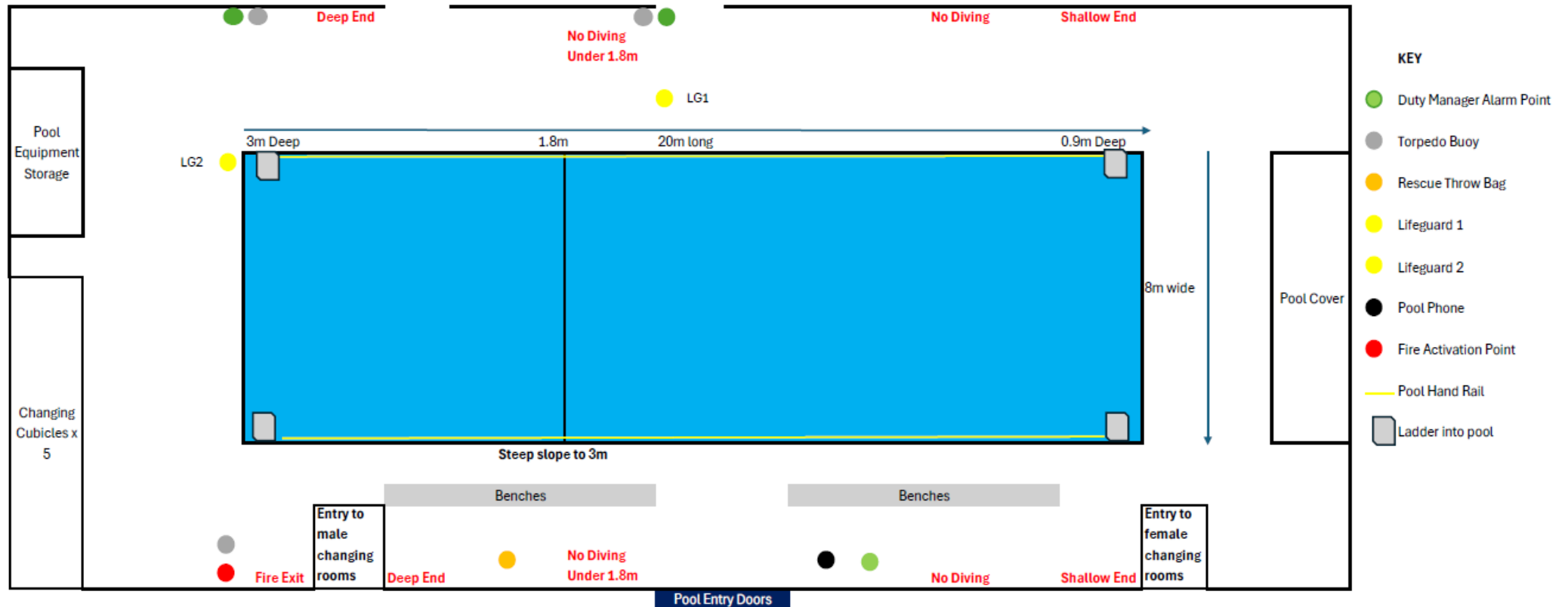
On hearing the fire alarm, please make your way straight to the evacuation point, via the nearest fire exit. Do not stop to collect personal belongings. Only re-enter the building when authorised

to do so.

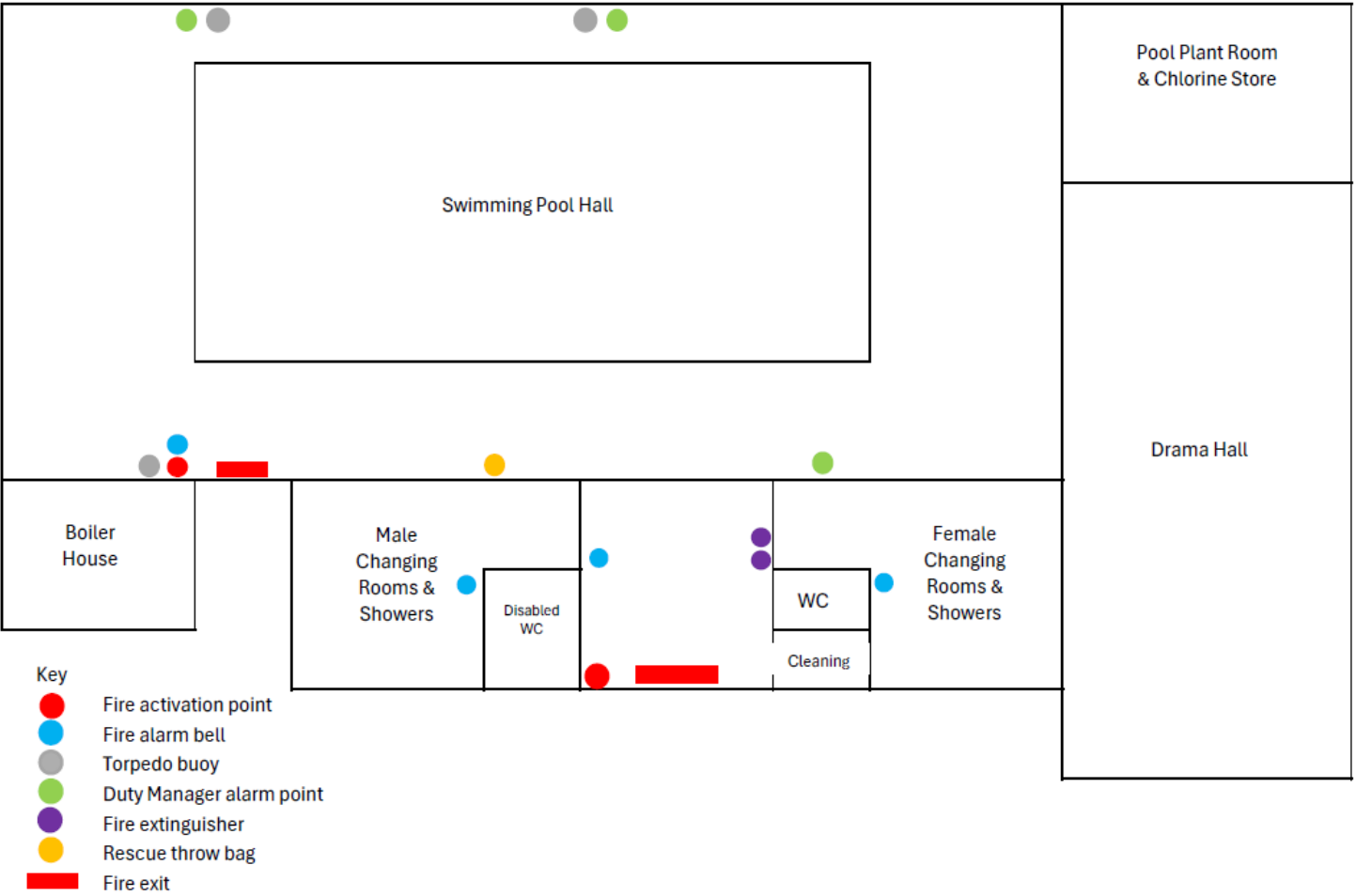
If you are on the All Weather Pitch, East Tennis Courts and Swimming Pool on hearing the fire alarm, please remain in position and await further instruction from the staff on duty, unless in imminent danger.

9. Plans and Information about the pool

9.1 Plan of the Swimming Pool Surround



9.2 Plan of the Swimming Pool Building



9.3 Details of the Swimming Pool

- The swimming pool is a traditional rectangular pool measuring 20m (length) x 8m (width).
- The pool ranges in depth from 0.9m (shallow end) to 3m (deep end).
- The pool floor has an abrupt change in depth from 1.65-3m (over a distance of 2m).
- When the lane ropes are in place, it comprises of 4 standard lanes.
- Signage on the poolside includes generic pool rules posters, shallow/deep end signs and related depths, no diving signs, wet floor signs, fire exit signs and fire/emergency alarm signs.
- The pool is used for a variety of pre-programmed activities, including swimming lessons, public sessions, club sessions, sub-aqua (diving) sessions, paddle sports and private party bookings.

10. Pool Rules

Diving and jumping

Diving is not permitted in water depth of less than 1.8m. Safe jumping is permitted but bombing, running jumps, somersaults, twists, jumping backwards are prohibited.

No Running or Rough Play

Running, pushing, horseplay, or any other disruptive or unsafe behaviour is prohibited in and around the pool area.

Swim Within Your Ability

Users must only swim in areas appropriate to their swimming ability and confidence.

No Glassware, Crockery or Food Poolside

For health and safety reasons, glass items, crockery, and food are strictly prohibited in the pool area. Plastic bottles and resealable containers for hydration are permitted.

Supervision of Children

Children under 8 years of age must be supervised at all times by a parent, guardian, or a responsible adult acting on behalf of the club, group or organisation delivering the session. Pool admission and supervision requirements are detailed within the Pool Admissions Policy.

Health Conditions

Persons must not enter the pool if they are unwell, including if experiencing diarrhoea, fever, or infectious illness. Entry is prohibited for 48 hours following any gastrointestinal illness. Bathers who have been diagnosed with cryptosporidiosis must not swim for 14 days after diarrhoea has stopped.

No Photography or Filming

For privacy and safeguarding, photography and video recording are not permitted in the pool or changing areas without prior authorisation from management.

No Electrical Equipment

No electrical equipment is permitted on the poolside, except low-voltage battery-powered items (12V or below) approved by the centre.

Changing

Children under the age of 8 should be accompanied by a parent in the changing room and should use the changing room based upon the parent's gender. Children that are 8 or over must change in the changing

room of the appropriate gender. Valuables are brought onto the premises at the pool users own risk. The centre is unable to accept liability for loss or damage.

Mandatory Pre-Swim Showering

All pool users are strongly encouraged to toilet and shower before using the pool. Showering before swimming significantly reduces the introduction of sweat, cosmetics, showering fluids into the pool water. Clear signage is posted to remind users to shower before entering the pool.

Personal Cleanliness

Users must ensure good personal hygiene before swimming. Anyone with verrucas, cuts, open wounds, or skin sores must cover the affected area with a waterproof dressing or an appropriate swim sock/plaster before entering the pool. Outdoor footwear must be removed before entering the poolside.

Swimming Attire

The following swimwear is permitted:

- Swimming costumes.
- Swimming trunks or swim shorts designed for use in the pool.
- Rash vests or fitted swim tops.
- Lycra or similar material leggings and full-body swimsuits designed specifically for swimming, provided they allow a full range of movement and do not become loose or restrictive when wet.

Hair must be secured appropriately. Long hair should be tied back or covered by a swim cap to maintain visibility, reduce obstruction when swimming, and minimise hair entering the water.

Jewellery should be removed before entering the pool wherever possible. Management reserves the right to require the removal of any item considered to present a safety risk to the wearer or other pool users. The centre accepts no liability for loss or damage to jewellery brought onto the premises.

Breath-Holding

Extended breath holding, prolonged underwater swimming, hyperventilation, or breath-holding games are not permitted during unprogrammed swimming sessions. These activities are only allowed within structured sessions that have been formally risk-assessed and are supervised by someone with the appropriate competence (qualified instructor with the appropriate pool rescue training) - not a generic lifeguard.

11. Admissions Policy

Our swimming pool does not offer turn-up-and-swim sessions; all sessions must be booked in advance. Please refer to the Section 3 Bookings.

11.1 Adult-to-child ratios (applicable to unprogrammed sessions)

- Under 8's and non-swimmers under 16 must be accompanied by a competent adult swimmer (18+).
- No more than two under 8's or non-swimmers under 16 to each competent adult swimmer (18+).
- The competent adult swimmer must actively supervise under 8's and non-swimmers under 16.
- Children less than 4 years old must be accompanied by a competent adult swimmer (18+) on a 1 to 1 basis.

11.2 Non/weak swimmer

- All non-swimmers must remain in shallow water in unprogrammed sessions.
- We strongly recommend all non-swimmers use armbands and/or an appropriate buoyancy aid.

- It is recommended that non-swimmers over the age of 16 are accompanied in the water by a competent adult swimmer.

12. Site map

