Waterpoint Leisure Centre
Managed by Coral Leisure

Policies & Regulations

Vison
To be renowned as a national market leader in the leisure industry, recognized for our expertise and appeal to all segments of the community through the provision of exciting innovative programming and to be valued by our customers and employees.

Mission Statement
To provide high quality standards of customer care in a friendly and professional atmosphere delivered by expert, enthusiastic and knowledgeable staff. Our facilities and programmes are designed to reflect a health driven approach focusing on health, fitness, wellness, sport and education to provide for a healthier community.

HEALTH COMMITMENT STATEMENT
Welcome to Waterpoint Leisure Centre, managed by Coral Leisure.
Your health and safety are important to us. Please read the following carefully before using our facilities.

Health Screening
Please review the questions below. If you answer YES to any of these, we strongly recommend that you seek medical advice before using the facilities.
Coral Leisure reserves the right to request medical clearance where appropriate.

- Do you have a heart condition?
- Do you suffer from chest pains at rest or during physical activity?
- Do you experience dizziness, fainting, or blackouts?
- Do you have high or low blood pressure?
- Have you any major injuries (e.g. back, knees, hips, ankles)?
- Have you any medical conditions such as:
  - Epilepsy
  - Asthma
  - Diabetes
- Are you currently pregnant or have you recently given birth?
- Have you had surgery in the last 12 months?
- Are you taking any medication that may affect your ability to exercise safely?
- Do you have any other health conditions that may be affected by exercise, heat exposure, or physical activity?

If you are unsure about any condition, please consult a medical professional before participating.

Spa & Heat Facilities (Sauna, Steam Room, Jacuzzi)
Use of heat facilities is not recommended for individuals who:

- Are pregnant
- Have heart conditions
- Have high or low blood pressure
- Are under the influence of alcohol
- Are taking medication that affects heart rate or blood pressure

Please limit use to recommended time guidelines and exit immediately if feeling unwell.

Declaration
By using Coral Leisure facilities, I confirm that:

- I have read and understood the Health Screening questions and have answered honestly and to the best of my knowledge.
- I understand that physical activity carries inherent risks.
- I agree to exercise within my own capabilities and to follow all safety instructions, centre rules, and staff guidance.
- I understand that I may request an induction if I am unfamiliar with any equipment.
- I will immediately inform staff if I feel unwell, dizzy, or experience pain while using the facilities.
- If my health status changes, I will inform Coral Leisure.

I confirm that I meet the minimum age requirements for the facilities being used and understand supervision requirements for children.
Participation in activities is voluntary, and members are expected to take reasonable care for their own health and safety while using the facilities

TERMS & CONDITIONS
Customers need to be aware of the following basic rules & regulations before arriving at the Centre.

We have absolute discretion over whether to enter into this agreement and to accept your application for membership in the Centre. If your application is accepted, membership will start on the date stated shown overleaf. On acceptance, you will be issued with a membership fob personal to you which entitles you to all rights and privileges by the class of members to which you are accepted.

Entry to the Centre is gained by swiping a valid fob or scanning your QR Code. Lost or damaged fobs must be replaced and we will charge you a reasonable fee to do this.

Membership:
As a member, you agree to comply with the rules of membership which are below and displayed in the Centre. These relate to opening hours, use of facilities, and your conduct. We may make reasonable changes to these rules at any time. Members must have photo taken at reception upon joining and must have a photo uploaded on the APP.

Proof of age may be required for:

- Students = 13 - 17 years
- Golden = 65+
- Children = 12 and under
- Infant =under 2 years

Weekly Membership:
The first 4-weeks are paid in advance. Weekly payments start on week 5 and are scheduled to run concurrently no fixed term applies, cancellation is requested by a member, or payments are not received from the bank Payments are made automatically via Visa debit/credit card.

Please Note:

- Email us to cancel - 1 weeks' notice is required to cancel weekly payments (the Email address can be found on our Website).
- No customer may share their user FOB/QR Code/Membership account with another patron; this is a breach of our code of conduct and their membership will be terminated.
- Membership FOBs/QR Code must be presented at reception upon each visit.

Under-16 Memberships (14 & 15-year-olds) – Parental Responsibility, Payments, and Communications
In line with GDPR and Irish data protection law, Coral Leisure requires that all memberships for persons under the age of 16 are registered under a parent or legal guardian, who will be deemed the account holder.

- Any personal information provided by or relating to members under 16 will only be processed with the verified consent of the parent/guardian.
- All communication regarding memberships, services, payments, or promotions will be directed to the registered parent/guardian. Direct contact with members under 16 will not take place unless explicit parental/guardian consent has been obtained for a specific purpose (e.g. class reminders).
- A person under 16 cannot legally enter into a binding contract in Ireland. Accordingly, the parent/guardian is solely responsible for all payments, fees, and charges arising from the membership.

In the event of non-payment, arrears, or default, all communications and follow-ups will be directed to the registered parent/guardian. Coral Leisure will not pursue members under 16 directly in relation to payments or debt recovery.

Termination of Membership:
Your membership will continue unless properly terminated by you or us in accordance with the section below:

We may end this agreement at any time by sending you a default notice. If you commit a serious breach of this agreement or the Centre rules of membership, and the breach is not remedied within 7 days after the date of the default notice. If you provide us with details that are false when applying for membership and the false declaration would have reasonably affected our decision to grant you membership.

You may end a 6- or 12-month Membership by giving us 30 day's notice in writing (the Email address can be found on our Website). If you are unable to use the Centre through serious illness or injury that is likely to preclude you from using the Centre for a period of at least 2 months (we will require reasonable evidence of your illness or injury e.g. a doctor's certificate).

Memberships can be frozen (min. 1 month). Couple/Family memberships must freeze together.

If you or we end your membership, it is your responsibility to cancel arrangements for payment of the weekly instalments.

Member Profile Photographs – Identity Verification
As part of our membership registration process, Coral Leisure collects a profile photograph of each member.

Purpose of Processing
The photograph is used solely for identity verification at the point of entry to our facilities. This enables staff to confirm that the individual presenting a QR access code is the registered account holder and prevents unauthorised use of memberships.

The photograph is not used for:

- Biometric identification
- Facial recognition
- Automated decision-making
- Marketing
- Any secondary purposes
- Lawful Basis

The lawful basis for this processing is Article 6(1)(f) GDPR – Legitimate Interests.

Our legitimate interests include:

- Preventing membership misuse
- Protecting revenue
- Ensuring fairness for paying members
- Maintaining safe and controlled access to facilities
- A Legitimate Interest Assessment has been completed in respect of this processing.
- Retention

Profile photographs are retained only while a membership remains active.
Images are deleted within 30 days of membership termination.

Your Rights

- You have the right to:
- Request access to your personal data
- Request rectification of inaccurate data
- Object to processing based on legitimate interests (subject to assessment)
- Request erasure where applicable

Requests may be made by contacting us.

General

- By registering with us and using our facilities and services, all patrons are required to adhere to all of our policies, including but not limited to those on refunds, terms and conditions, admissions, codes of conduct, and safeguarding, all of which can be viewed on our Webpage.
- Membership of the Centre is personal to you and you must not loan your FOB/QR Code to anyone or permit it to be used by anyone other than you.
- Details of the Centre's opening hours are displayed in the Centre and on our Webpage. We may need to change opening hours but we will, were reasonably possible, display notices 2 weeks beforehand.
- It may happen that through circumstances beyond our control, we will be unable to provide a full range of services. This may be, for example, due to temporary closure due to fire or flood. We will do all we can to restore our services as soon.

HOTEL PARTNERSHIP OFFERS

Family Pass Bulk Purchase Scheme

The Family Pass Bulk Purchase Scheme is available exclusively to approved hotel partners.

- Family Passes must be paid for in full at the time of purchase.
- Family Passes are valid for 12 months from the date of issue.
- Family Passes are non-refundable and cannot be exchanged for cash.
- Lost, stolen, damaged or altered passes will not be replaced.
- Physical Family Passes must be presented at reception upon arrival.
- Family Passes may only be used for the admission type for which they were issued.
- Family Passes may not be copied, resold, transferred for commercial gain or exchanged for cash.
- Standard Waterpoint Leisure Centre Terms & Conditions, Admissions Policy and Codes of Conduct apply at all times.
- All pool users must wear a swim hat.
- Babies, toddlers and children who are not fully toilet trained must wear an approved swim nappy.
- Waterpoint Leisure Centre reserves the right to refuse admission where a pass is expired, altered, damaged or believed to have been fraudulently obtained.
- Family Passes are sold by Waterpoint Leisure Centre. Coral Leisure acts solely as the management company on behalf of Waterpoint Leisure Centre.

Hotel Resident Pay As You Go Discount

The Hotel Resident Pay As You Go Discount is available exclusively to guests staying at participating partner hotels.

- A valid hotel room key card must be presented at reception at the time of purchase to avail of the discount.
- The hotel room key card must be valid for the date of entry.
- Discounts cannot be applied retrospectively after payment has been made.
- Discounts cannot be used in conjunction with any other offer or promotion unless otherwise stated.
- The discount is available only to eligible hotel residents during the duration of their stay.
- Standard Waterpoint Leisure Centre Terms & Conditions, Admissions Policy and Codes of Conduct apply at all times.
- All pool users must wear a swim hat.
- Babies, toddlers and children who are not fully toilet trained must wear an approved swim nappy.

- Waterpoint Leisure Centre reserves the right to amend, suspend or withdraw this promotion at any time without prior notice.

CODES OF CONDUCT

Gym:

- Before your first gym session, you must complete a medical questionnaire or sign a disclaimer form.
- All users must receive a gym induction, unless they agree to our disclaimer form as part of the health questionnaire.
- You are exercising at your own risk. Please be aware that Coral Leisure accepts no responsibility for injuries you may incur while exercising in the facility.
- The minimum age for use of weights and resistance machines is 16 years of age. 14- & 15-year-olds can also use weights and resistance machines, but must gain parental consent, more details at reception.
- For hygiene reasons, a sweat towel is mandatory and must be brought to every session; all equipment must be cleaned after use, cleaning solution is provided.
- Correct attire must always be worn in the Gym and Studio areas at all times.
- Coats and bags must be left in lockers provided.
- Please respect all equipment and tidy away when finished with its use.
- Food or snacks are not permitted in the gym.
- Any damage to equipment must be reported to a staff member.
- Customers must obey instructions from gym instructors. Any rude or bad behaviour toward staff or other users will not be tolerated.
- We ask all customers to allow no more than 15 mins on any piece of gym equipment during peak times.
- The last entry to the facility is 40 minutes before closing.
- Only customers of 16+ years of age may use the facility after 8 pm.

Fitness Studios:

- The minimum age for class participation is 14 years of age.
- Last entry to class is 5 mins after the class has begun. This is due to the important warm up phase.
- Members are encouraged to stay until the end of class and complete both the warmup and cool down sections of the exercises.
- For hygiene and comfort, a sweat towel must be brought to each class.
- Please wipe down all equipment after use, cleaning solution is provided.
- Mobile phones must be turned off during class.
- You must inform your instructor of any injuries/illnesses or change in your health before the class begins.

- All fitness class participants must wear appropriate attire. (No restrictive clothing, flip-flops or boots).
- Please do not drop weights or plates on the floor.
- Replace all weights and plates on the rack when finished.
- Food or snacks are not permitted in studio (this excludes special events).
- Footballs are not permitted in the studio.
- Any damage to equipment must be reported to the instructor.

Pool:

- No pre-booking required.
- All customers must check in at reception upon arrival.
- Swim hats must be worn.
- No glass bottles or containers allowed in the Changing Areas, or on the Pool Deck.
- Eating, or hot drinks are not permitted on poolside; this includes chewing gum.
- Last admission is 40mins before the advertised closing time.
- Only customers of 16+ years of age may use the facility after 8 pm.
- All under 11's must be supervised by a person of 16+ years in the water. Please view our child admission policy in the about section of the website for further details.
- Swim Hats are required to be worn at all times when in any of the pools. They can be purchased on arrival, one size fits all.
- For hygiene and safety, babies, toddlers, and children who are not fully toilet trained must wear a swim nappy while swimming. These are available to purchase on arrival.
- Arm bands and other floating aids can be purchased at reception.
- Snorkels, masks and flippers are not permitted, unless pre-authorised with lifeguard on duty.
- Appropriate Swim Wear must be worn (No bikini thongs/white shorts)
- All customers must shower in pre-cleanse area before entering the pool.
- Our pool will always be supervised by trained Lifeguards. Swimmers must obey lifeguard instructions at all times.
- The following activities are not allowed: running, bombing, running jumps, ducking, horseplay.
- Diving is only permitted in the deep end of the pool as per signage in place.
- When taking part in lane swimming, we ask that swimmers adhere to a clockwise format to avoid collisions.
- We generally provide a slow and fast lane, so we as swimmers to be mindful of their ability when selecting the correct swim lane.

- Persons who are or appear to be under the influence of drink or drugs are not permitted in the pool at any time.
- Customers with medical conditions must inform lifeguards.
- No outdoor footwear on poolside.
- No prams, buggies or baby chairs allowed on poolside.
- Our Changing Areas consists of individual, family and group changing cubicles.
- Personal belongings must be secured in the lockers provided.

Children's Swimming Lessons:

- Swim hats must be worn.
- Group lessons are generally a 8-week block and run for 30mins.
- Group size vary on the ability of swimmers.
- We provide both group (Coral Reef) and individual 1-2-1 swimming lessons.
- Individual private lessons are arranged based on availability of our instructors. These classes run for 30mins for single and 45mins for duo bookings.
- The minimum number of participants is 3 for any group lesson. The lesson will not go ahead if requirement not met. We will endeavour to accommodate the child in another class.
- Full payment required to secure bookings and must be made prior to the lessons commencing.
- Please arrive 10 min before your booking to allow efficient check in at reception. We recommend all swimmers to arrive pool ready with swim gear worn under clothes.
- Customers already in lessons get priority to pick preferred day and time during enrolment for the next set of lessons.
- New to lessons: if you wish to book our lessons an assessment carried out by one of our instructors is mandatory.
- The child must have had an assessment with us if wanting to book above beginner level.
- Cancelation Policy - No refunds will be rewarded to swimmers unless a medical cert is provided. If there is a cancelation due to medical reasons a credit note to the value of the weeks missed will be awarded.
- Missed days only refunded in the event of facility/pool closure. If possible, we try to book the swimmer into another suitable lessons to allow them to make up days.
- All of our instructors carry Nationally recognised Swim qualifications.
- All instructors are garda vetted and trained in Sport Irelands safeguarding practices.
- All belongings must be placed in lockers during lessons.

- Parents/guardian are encouraged to supervise and spectate their child's swimming lesson.
- We recommend that parents/guardians practice with your child putting on their own swimming hat and goggles as the instructors will be unable to help with this.
- We recommend regular practice in between lessons to help child progress.

Activity Room:

- All customers must check in at reception before using the Activity Room.
- Children under 11 years of age must be supervised by a person of 16+ years at all times.
- Appropriate clothing and secure footwear must be worn. Bare feet, socks only, or footwear with heels are not permitted.
- Food, drinks (except water), chewing gum and glass containers are not permitted.
- Customers use the Activity Room at their own risk and must follow all staff instructions at all times.
- Users must only use equipment for its intended purpose.
- Running, rough play, pushing, wrestling or dangerous behaviour is strictly prohibited.
- Only one person per slide at a time. Always slide feet first.
- Swings must not be twisted excessively, stood upon, or used by more than one person unless specifically designed to do so.
- The climbing wall may only be used under the supervision of authorised staff or instructors during organised sessions.
- Climbing above the designated safety height, or outside marked climbing areas, is prohibited.
- Users must not climb on safety barriers, railings, netting or other structures not intended for climbing.
- All safety mats must remain in their designated positions and must not be moved.
- Jewellery, loose clothing and items that could become caught on equipment should be removed before participation.
- Any damage, defects or unsafe conditions must be reported immediately to a member of staff.
- Customers who fail to follow these rules or behave in an unsafe or abusive manner may be asked to leave the Activity Room.

Astro-Pitch:

- All users must report to reception before using the Astro-Pitch.
- The Astro-Pitch must only be used for its intended sporting and recreational purposes.
- Suitable footwear must be worn. Inappropriate footwear is prohibited.
- Food, chewing gum, glass bottles and alcohol are not permitted on the Astro-Pitch.
- Smoking, vaping and the use of illegal substances are strictly prohibited.
- Users participate at their own risk and must follow all staff instructions.
- Goals and other equipment must not be climbed on, swung from or misused.
- Please ensure the pitch and surrounding area are left clean and tidy after use.
- Any damage to the playing surface, fencing, nets or equipment must be reported immediately.
- Dangerous play, abusive language, aggressive behaviour or deliberate damage will not be tolerated.
- Spectators must remain outside the playing area unless authorised by staff.
- Children under 11 years of age must be supervised by a person of 16+ years unless participating in a supervised activity.
- Coral Leisure reserves the right to close the Astro-Pitch at any time due to adverse weather, maintenance requirements or safety concerns.
- Customers who fail to comply with these rules may be removed from the facility without refund.

POLICIES

General

Child Admission Policy

- Children under 11 years of age must be accompanied by a person of 16+ years.
- Adult to Child Ratio:
  - 1 adult : 1 child under the age of 3
  - 1 adult : 4 children aged 3-11
- All children and adults must wear a swim hat.
- For hygiene and safety, babies, toddlers, and children who are not fully toilet trained must wear a swim nappy while swimming. These are available to purchase on arrival.
- All items must be removed from your cubicle and placed in a locker. This ensures cubicles are available for other pool users.
- Children misbehaving will be asked to leave the pool and if parents are not on site they will be called.

Coral Leisure Refund Policy

General Policy: No refunds on Memberships, PAYG, Merchandise, Classes, Courses, Swim Lessons, or Events. This does not affect statutory consumer rights.

Memberships:

- No refunds if cancelled.
- In exceptional cases (illness, bereavement, relocation, etc.), credit notes may be issued at the Centre Manager's discretion.
- Cancellation requests must be made in writing 30 days in advance.
- Memberships can be frozen (min. 1 month). Couple/Family memberships must freeze together.
- PAYG & Online Transactions: No refunds unless in exceptional circumstances (see above). Refunds/credits will be in the same form as payment.
- Fitness Classes: Refunds only if cancelled in advance, or if cancelled by Coral Leisure.

Swim Lessons & Courses/Events:

- No refunds once booked or started.
- If cancelled by Coral Leisure (e.g. pool closure), credit notes will be issued.

Merchandise:

- 14-day cooling-off period for returns (items must be unused, with receipt).
- Refunds if faulty, expired, or not as described.

Special Considerations (at Manager's discretion):

- Illness/injury (doctor's note required).
- Bereavement.
- Relocation.
- Valid complaints or service delivery issues.
- Management decision to cancel a service.

Credit Notes: Valid for 12 months, issued only in exceptional cases.

Statutory Rights: Customers are always entitled to a refund, repair, or replacement if goods are faulty under the Sale of Goods and Supply of Services Act.

Coral Leisure Gift Voucher Terms & Conditions Gift Vouchers:

The below applies to all Gift Vouchers provided by Coral Leisure and adheres to the regulations concerning gift vouchers governed by the Consumer Protection (Gift Vouchers) Act 2019.

- Expiry Date: All vouchers have a minimum expiry period of 5 years from the date of purchase. This will be in writing on the voucher.

- Maintenance Fee: Unlike digital vouchers such as ONE4ALL, no maintenance fees will be charged for the maintenance of gift vouchers if there has been no activity in their usage (i.e. the total value of the Voucher does not reduce over time).
- Multiple Use: Customers are entitled to use gift vouchers for multiple transactions until the balance is exhausted. If the balance is not used up in one transaction, the customer is entitled to receive the remaining balance on the same voucher.
- Combination of Vouchers: Customers can use more than one gift voucher in a single transaction unless the total value of the transaction exceeds a specified limit.
- Replacement: A gift voucher is the equivalent of money. If lost, Coral Leisure is under no obligation to replace it.
- Transparency: Upon purchase, we will communicate all terms and conditions associated with gift vouchers, and make customers aware of their rights regarding their use.

Receptionists will clearly state the policy above, and add the 5-year expiry date to the voucher.

Coral Leisure Child Safeguarding Statement
Service: Coral Leisure provides leisure activities for children of all ages. We aim to ensure we protect the safety and welfare of all children who come to our centre. All allegations of child abuse will be dealt with promptly, seriously, sensitively, and confidentially. We adopt principles of good practice in relation to child protection and safeguarding that will ensure we help to create an environment in which children are listened to, given a sense of belonging, and kept safe. Our services include swimming lessons, swim play sessions, school lessons, birthday parties, seasonal activity camps, gym cardio and fixed weight training sessions, and exercise classes for children under the age of 17.
We have carried out an assessment of any potential for harm to a child while availing of our services:

Risk identified and their Procedure in place to manage identified risk

1. Harm from a member of the public

- All staff are Garda vetted.
- All staff complete Tusla/Swim Ireland/Irish Water Safety safeguarding training.
- Children under 11 must be accompanied by a person of 16+ years.
- Staff trained and identified as safeguarding contacts.
- Clubs hiring areas must confirm they have safeguarding policies.

2. Harm from a staff member

- All staff are Garda vetted.
- Safeguarding training completed.
- Staff are never alone in a room with a single child.

3 Harm from another minor

- All staff Garda vetted.
- Safeguarding training completed.
- Children in lessons and camps supervised at all times.

4. Harm from the internet

- Phones/cameras not permitted in changing areas, camps, or pool hall.
- Photos in camps only with parental/guardian consent.
- Gym floor patrolled to stop unnecessary filming.

Types of Abuse: In line with Children First National Guidance, we recognise the following as forms of abuse:

- Physical Abuse: e.g. hitting, shaking, excessive force.
- Emotional Abuse: e.g. persistent criticism, exposure to domestic violence, inappropriate expectations.
- Neglect: failure to provide adequate food, clothing, supervision, medical care, or emotional support.
- Sexual Abuse: use of a child for another's sexual gratification, including exploitation.
- Bullying: repeated verbal, psychological, or physical aggression by an individual or group.

Procedures: Our Child Safeguarding Statement has been developed in line with requirements under the Children First Act 2015, Children First: National Guidance (2017), and Tusla's Child Safeguarding: A Guide for Policy, Procedure and Practice.

In addition to the procedures listed in our risk assessment, the following procedures support our intention to safeguard children:

- Procedure for management of allegations of abuse/misconduct against workers/volunteers.
- Procedure for safe recruitment and selection of workers and volunteers.
- Procedure for provision of and access to safeguarding training.
- Procedure for reporting child protection or welfare concerns to Tusla.
- Procedure for maintaining a list of mandated persons (e.g., swim teachers, lifeguards, camp leaders).
- Procedure for appointing a Relevant Person.
- Codes of behaviour for staff, children, and parents/guardians.

Implementation: We recognise that implementation is an ongoing process. Our service is committed to the implementation of this Child Safeguarding Statement and supporting procedures.

This Child Safeguarding Statement will be reviewed annually, or sooner if there is a material change in any matter to which the statement refers.
If an issue arises, please contact the centre Manager as the Relevant Person under the Children First Act.

Additional Contact Information:
Tusla – Child and Family Agency: 01 7718500 - info@tusla.ie

Health & Safety General Policy Statement:
At Coral Leisure we recognise our duties under the Safety, Health and Welfare at Work Act 2005, the Safety, Health & Welfare at Work (General Applications) Regulations 2007 and current health and safety legislation and we will endeavour to meet the requirements of this legislation and maintain a safe and healthy working environment.

Our Managers and Supervisors are informed of their responsibilities to ensure they take all reasonable precautions, to ensure the safety, health and welfare of those that are likely to be affected by the operation of our business.
Coral Leisure recognises its duty to make regular assessment of the hazards and risks created in the course of our business.

We also recognise our duty, so far as is reasonably practicable:

- to meet our legal obligations to maintain safe and healthy working conditions.
- to provide adequate control of the health and safety risks so identified.
- to consult with our employees on matters affecting their health and safety.
- to provide and maintain safe plant and equipment.
- to ensure the safe handling and use of substances.
- to provide information, instruction, training where necessary for our workforce, taking account of any who do not have English as a first language.
- to ensure that all workers are competent to do their work, and to give them appropriate training.
- to prevent accidents and cases of work-related ill health.
- to actively manage and supervise health and safety at work.
- to have access to competent advice.
- to seek continuous improvement in our health and safety performance and management through regular (at least annual) review and revision of this policy.
- to provide the resource required to make this policy and our Health and Safety arrangements effective.

We also recognise:

- Our duty to co-operate and work with other employers when we work at premises or sites under their control to ensure the continued health and safety of all those at work; and our duty to co-operate and work with other employers and their workers, when the workers come onto our premises or sites to do work for us, to ensure the health and safety of everyone at work.
- To help achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we will also inform them of their duty to take reasonable care for themselves and for others who might be affected by their activities. We achieve this by explaining their duty and setting out our company health and safety rules in an Employee Safety Handbook which is made available to every worker employed by us.
- In support of this policy a responsibility chart and more detailed arrangements have been prepared.

Data Protection Policy:

- Any person has a right to view copies of their own personal data.
- To exercise that right, a person must make an application in writing to the Centre Manager.
- The Centre Manger must produce the requested information within a time frame of 30-days.
- The Centre Manger will arrange a suitable time and date with the person requesting to view their own personal data within the 30-day timeframe.
- At the meeting the person requesting to view their own personal data must produce photographic I.D to confirm their identity (driving Licence or Passport).

Environmental Policy:

At Coral Leisure we operate a modern, purpose-built leisure facility. We aim to provide high quality standards of customer care in a friendly and professional atmosphere delivered by expert, enthusiastic and knowledgeable staff. Our facilities and programmes are designed to reflect a lifestyle driven approach focusing on health, fitness, wellness, sport and education to provide for a healthier community.

As with all organisations, we recognise that our activities do involve negative environmental impacts. It is our aim to minimise these by:

- Complying with environmental law.
- Measuring and monitoring our environmental performance.
- Actively seeking to continuously improve our performance.
- Minimising the risk of pollution from our operations.
- Encouraging our suppliers, customers & other stakeholders to do likewise.

This is reflected in our commitment to EcoMerit Environmental Certification.

Our most significant direct environmental impacts arise from the electricity and gas we consume. In order to minimise this, we take steps to ensure that equipment and lighting is only operating when required, and that energy-efficient LED lighting is in use throughout the premises. We routinely monitor our electricity, gas and mains water usage and operate a segregation system to ensure our waste is recycled wherever possible and landfill waste is minimised.
In all our activities, we aim to be an environmentally responsible member of the community we serve.

DECLARATIONS

REPs Ireland: Industry Employer Declaration
This declaration of commitment has been developed for industry employers to showcase their support for the work of the National Register of Exercise Professionals in Ireland (REPs Ireland).

REPs Ireland acknowledges its role in helping to professionalise the Irish fitness industry through the promotion of standards and commits itself to ensure ongoing development and quality assurance. Industry support is paramount in enabling REPs Ireland to achieve the objectives set out in their strategic plan. In signing this declaration, industry employers are recognising the need to support the national register and will strive to attain the actions outlined under 4 key pillars of commitment:

1. Standards

- Registering and maintaining staff membership with REPs Ireland on a yearly basis.
- Participation in the National Quality Standard award with Ireland Active annually.
- Recognise the need and desire for ongoing improvement of industry standards, for both education providers and facility operators.

2. Employment:

- Hiring REPs Ireland recognised exercise professionals.
- Use REPs Ireland approved education providers list as the benchmark for quality-assured fitness education in Ireland.
- Advertise job vacancies with REPs Ireland in mind, by including REPs Ireland recognised qualifications and/or membership as a requirement in adverts Send industry-related job advertisements to REPs Ireland to display on their website, social media channels and to share with registered members.

3. Ongoing Education

- Commitment to ongoing Continued Professional Development (CPD) education for fitness staff on a regular basis.

- Keep up to date with relevant trends in the fitness industry and continue to upskill where necessary.
- Provide opportunity (or opportunities) to staff to upskill on an annual basis.

4. Visibility

- Display the REPs Ireland logo on website and within the facility.
- Promote affiliation to REPs Ireland and commitment to this declaration on website and social media platforms.
- Exhibit a noticeboard with information about REPs Ireland and registered instructors working in the facility.
- Use REPs Ireland logo on uniforms of registered staff.
- Use social media presence to help support the work of REPs Ireland.

CARA: Sport Inclusion Disability Charter

People with disabilities should have every opportunity to be active within their local communities. This Charter, developed through consultations with people with disabilities, clearly outlines the five key areas people with disabilities are asking all organisations to consider in making active and healthy lifestyles possible for them.

To this end, we here in Coral Leisure have committed to the Sport Inclusion Disability Charter, and will:

- Openness -Be open to and be understanding of all people with disabilities.
- People - Access training for your sta /volunteers to facilitate the inclusion of people with disabilities.
- Activities - Develop and deliver inclusive activities.
- Facilities - Review your facility/venues/equipment to make our organisation more accessible.
- Promotion - Promote the inclusive nature of your activities, in a variety of formats.