



## AquaZone Tours & Groups FAQs

### **How do I pay for the booking?**

Once the booking is reserved, you will receive an email from [sales@Sportirelandcampus.ie](mailto:sales@Sportirelandcampus.ie) with an invoice attached. The initial €100.00 deposit is required immediately once invoice is received and can be paid by credit/ debit card (in person or over the phone), cheque or bank transfer. Full details will be provided on the invoice. Booking is confirmed once deposit is paid.

You must confirm your final number 5 working days in advance and this number cannot change.

The remaining balance is then due 5 working days ahead of your booking date to confirm your booking.

### **Does Sport Ireland Campus accept cash payments?**

No, we are a cashless facility and so cash payments are not accepted. We can accept debit/ credit card, bank transfer or cheque payments only.

### **Where do we come in when we arrive?**

There is a bus/ coach drop off point located at the front of the National Aquatic Centre. Participants are then to walk over the outdoor stairs, to the new Aquazone entrance point at the back of the building. A staff member will meet the group outside to confirm numbers, give wristbands and to give a safety talk prior to entering. Your group will then be guided into the Villages changing facilities.

### **What do I need to bring with me?**

You'll need swim togs, a swim hat & a towel. Goggles & flotation devices if required. Lockers require a €1.00 coin and hairdryers require a €0.50 coin. *Please note, swim hats are compulsory to be worn in all water areas. Inflatables, balls, snorkel gear etc. are not permitted.*

### **How long will we have in the Aquazone?**

Aquazone booking slots are 2 hours long from the specific start time chosen. The changing room time at the start and end of the session is not included in this 2-hour slot (You'll get 15 minutes before and 15 minutes after for changing time).

If you're having Aquazone and food, you will get up to 45 mins additional time at the end of your 2-hour slot for food, food will be served 15 mins after you exit the pool. Times will vary depending on the group punctuality with times allocated.

### **We need to change our group booking size, can we add/ remove numbers from the total attending? Is there an additional charge?**

Changes can be made to the number of participants attending if 5 or more working days' notice ahead of the booking date is given. Any changes made with less than 5 working days' notice, may result in additional charges or entry refusal (if overcapacity). If you have less participants attending than initially quoted, without giving efficient notice, full payment will still be required, and the booking is non-refundable.

### **What food is provided?**

If you have selected the Aquazone & food package at €18.50 per person, all participants will receive a meal box which contains sausages, chicken nuggets and chips, with a cordial drink.

If you have any specific food requirements or allergies, please contact [sales@Sportirelandcampus.ie](mailto:sales@Sportirelandcampus.ie) to discuss further.

### **We need to cancel / change the date of our booking, is there an additional charge?**

If 5 or more working days' notice is given, we can transfer the booking to an alternative date, pending availability, with no additional charge. Booking dates cannot be amended with less than 5 working days' notice.

If cancelling, please also give 5 or more working days' notice, if cancelled with less notice or a no show on the day, full payment will still be required and is non-refundable.

Deposits are also non-refundable even if booking is cancelled with advanced notice.



**Are Supervisors/ Teachers/ Guardians required to get in the water with the Group/ School Booking?**

A minimum ratio of 1:10 children (for any children age 9-10 years old) and 1:20 children (for any children age 11+ years old), is required to be followed. The Supervisors/ Teachers/ Guardians covering these ratios are required to be on Poolside monitoring the group in the water. Where possible, we do recommend Supervisors/ Teachers/ Guardians are in the water with the group, however this is not a requirement if all children are over the age of 9, as long as the Supervisors/ Teachers/ Guardians remain in Aquazone on Poolside.

Anyone on poolside, must wear the pool shoe covers for the duration and are required to have a 'Supervisor' wristband on which will be provided on arrival – This wristband must remain on for the duration of the booking and will permit access to poolside/ changing rooms.

**If we have not included food in the booking, are there tables/ chairs we can use to bring our own packed lunch?**

We do have some outside benches available which you are welcome to use, however please be aware this area cannot be reserved and is subject to availability on the day. We do not have any indoor seating available to use for packed lunches, as our indoor seating is reserved for those who have purchased food from the Café.

**If not everyone attends on the day, is it possible to get a refund/ credit for the booking?**

Unfortunately, it is not possible to get a refund/ credit for any tickets that are not used on the day. We allow changes to be made to the booking 5 days prior to your visit date. Unfortunately, any changes after this time cannot be refunded/ credited.

**We want to add more people to our booking, can we just turn up with them on the day and make payment on arrival?**

We would recommend any adjustments to the booking is made prior to arrival as we have limited capacity in Aquazone and it may not be possible to accommodate additional people if Aquazone is already fully booked. We suggest contacting our Sales team on [sales@Sportirelandcampus.ie](mailto:sales@Sportirelandcampus.ie) to discuss your options further