

Aquazone Group & School Tour FAQ Sheet

How do I make a booking?

Please visit <https://www.aquazone.ie/school-tours-groups> and complete our online enquiry form with your details and requirements. Once submitted, we will contact you to confirm your date/ time and to complete payment.

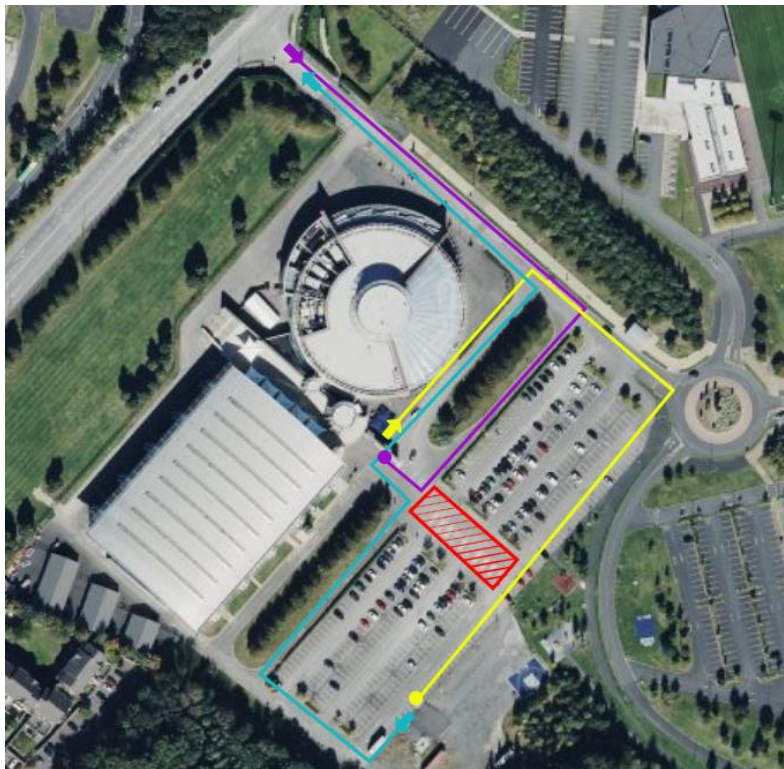
How do I pay for a booking?

An invoice will be issued to you via email once the booking is made. The deposit is required to be paid within 5 working days of making the booking, and the final payment is due at least 5 working days before the booking date. Full details can be found here: <https://www.sportirelandcampus.ie/aquazone-tours-group-bookings>

Payments can be made by Online Transaction, Bank Transfer or Cheque.

Where do we come in when we arrive?

Entry to Aquazone is at the front of the National Aquatic Centre. A team member will meet you at reception to guide you through.



If arriving by a hired bus / coach, please see instructions:

- The bus can drop off at the front of National Aquatic Centre (NAC) **(Purple Circle)**
- Please remain on the bus - A team member will deliver the Safety Talk/ Head Count and issue wristbands whilst you are on the bus
- Buses are required to park at the back of the car park, on the gravel area Please do not use parking bays. **(Yellow Circle)**
- *Please do not use the centre crossing of the car park, or stop outside of the NAC entrance* **(Red Area)**
- For collection, follow the Blue Route around the car park to the front of NAC **(Blue route)**



What do we need to bring with us?

Required:

- Swim Togs
- Swim Hat
- Towel
- €1.00 coin is required for lockers or a trolley token. (We sell trolley tokens for €1.50. Please note that we cannot provide change.)

Optional (*These items cannot be worn whilst using the slides/ water features*)

- Goggles
- Safety Flotation Devices

Please note, swim hats are compulsory to wear in all water areas. Inflatables, balls, snorkel gear etc. are not permitted.

What is the running order for the day / how long do we have in Aquazone?

- We recommend arriving 15 mins prior to your booking start time.
- A team member will greet you and ask you to gather in your allocated area.
- A Team Leader will deliver a Safety Talk to all the group, and we will complete a headcount & issue out wristbands.
- You will be guided to an area of the changing facilities, and once ready, the group can enter Aquazone.
- You will have 2 hours allocated in Aquazone (from your booking start time, i.e. 10am-12pm).
- We will do an announcement for your wristband colour when it is time to exit and get changed.
- The Teachers/ Supervisors/ Guardians are then responsible for gathering the group before leaving.

If you have food included:

- Once you exit Aquazone, you will have 15 minutes to get changed.
- The Teachers/ Supervisors/ Guardians are then responsible for gathering the group and making your way over to the Café.
- Food is served at quarter past the hour, i.e. if your booking is 10am, you will exit Aquazone at 12pm, and food is served at 12:15pm.
- **Seating is not reserved/guaranteed**, however you're welcome to use the tables in the Café area if available or utilise the outdoor space around the Campus (benches/ grass area etc.)
- Once your time is finished, the Teachers/ Supervisors/ Guardians are then responsible for gathering your group before leaving.

If we've booked the food package, what food is included?

Food includes Chicken nuggets/ cocktail sausages, chips & a cordial drink. For any special requests/ dietary requirements, please notify sales@sportirelandcampus.ie

If we have not booked the food package, 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 if they are not in use. However, please be aware that this area cannot be reserved for people bringing packed lunches 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.



Do all children attending need to be aged 9 or over? Can anyone under the age of 9 attend?

For our Group/ School Tour bookings, all children attending must be aged 9 years old and over. Anyone under the age of 9 will not be permitted entry.

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

As all children are aged 9+, it is not compulsory for Teachers/ Supervisors/ Guardians to enter the water (*Except if the participant has additional needs/ requires a carer*).

We do however request Teachers/ Supervisors/ Guardians to be present on poolside for the duration of the booking, to monitor the group and be easily accessible. Ratios do apply, please see here for details:

<https://www.sportirelandcampus.ie/aquazone-tours-group-bookings>

**If standing on poolside, Blue Shoe Covers or Flip Flops must be worn. No outdoor footwear permitted.*

There are some weak swimmers in the group, can flotation devices be worn?

All children attending must be competent swimmers.

Yes, safety floatation devices can be worn, however these are not permitted on the slides or water features for health & safety reasons.

We also recommend an adult supervisor to be in the water with any less confident swimmers.

Please notify a staff member on arrival if you have any weaker swimmers in the group, and they will be issued an additional 'Green' wristband, so staff are aware.

Any children with additional needs/ specific requirements or who require 1:1 assistance in the pool, please notify the facilities in advance and provide details of the accompanying guardian/ carer.

Cancellation & Attendee Amendment Policy:

- Bookings can be cancelled or moved with no charge (excluding the deposit) if 5 or more working days' notice is given.
- Any bookings cancelled with less than 5 working days' notice or any no shows, will be liable to pay the full cost of the booking.
- The number of participants attending, can be adjusted up to 5 working days in advance of the booking.
- Any adjustments made with less than 5 days' working days' notice may result in refusal of entry or additional costs.

If some participants do not attend on the day, is it possible to get a refund/ credit note for the booking?

Unfortunately, it is not possible to receive a refund or credit note if not all participants attend on the day, as we have a limited capacity, and these tickets cannot be re-sold.