



Terms and conditions

By booking, you agree to the following terms and conditions.

Terms: 'You' refers the person or people booking and taking part in the experience. 'Me' or 'I' refers to Rowan Clarke, Outdoor Swimming Coach.

Your booking

By booking through my website, in person or via email, you agree to pay for your session/course.

The length of the session is as set out in the service information. This includes time on the lakeside before and after your swim and time in the water. The amount of time you spend in the water depends on the water temperature and weather conditions. You understand that I will not allow you to spend longer in the water than is safe or than I consider you can tolerate.

Your health

Once you have booked, you and everyone in your group (where applicable) must fill in [this pre-session](#) health questionnaire and sign the waiver. You cannot swim if you have uncontrolled high blood pressure or a heart condition. You will seek a doctor's advice first if you have had a recent operation or injury, or have any other health condition, such as, but not excluding:

- Diabetes
- High blood pressure (controlled)
- Asthma
- Low blood pressure
- Immunodeficiency disorders
- Epilepsy
- Ear problems
- Muscle cramps
- Joint pain
- Circulatory problems

Swimmers with any kind of disability, visible or invisible, are very welcome. If you have any questions about access needs, please ask.

You accept responsibility for your own health and safety while swimming. This includes getting out when you're cold. It also includes how you behave during the warm-up period after your swim.



Your swimming ability

It is possible to stay within your depth while in the water. You must give me an accurate idea of your swimming ability before the session. You must be confident and comfortable in natural water, and you understand that there will be marine life in the lake such as crabs, jellyfish and eels. I will not give you a refund if you refuse to get in the water.

Cancelling

Life happens and sometimes one of us will have to postpone or cancel your sessions. I only cancel when there's a weather warning for rain or wind, there's thunder and lightning, the water quality in the lake is below par, I'm ill or have an emergency. However, I want you to get the best from your session, so I'm happy to reschedule for whatever reason – please ask if you're unsure.

If you cancel: Please let me know at least 24-hours before so that I can offer the slot to somebody else. We can then reschedule your session. If there's less than 24-hours to go, I won't be able to give you a refund.

If I cancel: I will either reschedule or refund your session.

Courses: If you book onto a course, it's on you to attend the sessions. I won't be able to offer a refund or replacement for missed sessions once you have booked.

Arriving prepared

You agree to arrive promptly for to change for the beginning of the session, and bring all the kit that you need as set out in this [kit list](#). If you are running late, you can email row@outdoorswimcoach.com or call me on 07700 176278. You understand that if you arrive late your session will still end at the scheduled time. If you are more than 15-minutes late, you will forfeit the session with no refund.

Open water swimming

Please respect the body of water in which you swim. Open water swimming is, by nature, a risky activity. Please be aware of those risks, and aware of your own ability and physical state. Make sure you have eaten and you're well hydrated before your session.

Avoid swimming after drinking alcohol or eating a heavy meal, after taking drugs illegal or prescribed medicines that make you drowsy. Postpone or cancel your session if you're feeling unwell.

Always wear a brightly coloured swimming hat or use a tow float. Be aware of the temperature and you feel. Avoid staying in too long and make sure you warm up properly afterwards. The length of time you spend in the water will depend on both the water and air/wind chill.



Follow the rules at the venue and my instructions. I get the final say about whether or not you're fit to swim.

Water quality

I will postpone your session if I know the water quality might be compromised. If you have a session booked in Clevedon Marine Lake, I will postpone if:

- Marlens (the charity that looks after the lake) tells me that the most recent water quality test returned a poor result
- There has been a sewage risk forecast in the sea during a period of topping over (when the sea fills the lake)

I will postpone a sea swimming session if there's a sewage risk warning from Surfers Against Sewage.

Please be aware that there is always a small risk of illness from swimming in a natural body of water, and while we can take steps to mitigate that risk (hand washing after your session and before eating, showering when you get home, covering over cuts or wounds, using goggles and earplugs), nobody can fully eliminate that risk.

Therefore, by swimming, you agree to take that risk and understand that I cannot be held responsible for any resulting illness or infection.

Other water users

Please be aware that Clevedon Marine Lake is open to the public at all times and there is no cordoned off area for coaching or secure place to store your belongings. Please be patient with members of the public, especially during busy times. People may swim or paddleboard around you, and while I will do everything I can to help you avoid the risks, I cannot be held responsible for the conduct of the general public and any resulting collisions, accidents, run ins or theft of your personal property.

Spectators and photos

You are welcome to bring spectators to watch and take photos. Please don't bring unsupervised children. Please note that dogs aren't allowed by Clevedon Marine Lake, so please leave them at home.

My promise to you

I am a fully qualified open water swimming coach, open water lifeguard and swimming teacher. I am DBS checked and I am insured. If you would like to see evidence of my qualifications, please ask. I endeavour to keep my skills up-to-date and continue my professional development. I will plan your session to keep you safe, but I cannot be responsible for your wellbeing or safety if you disregard my advice or instructions or fail to disclose anything that affects your health or your swimming abilities.



Your privacy

I take your privacy seriously. Please read my [privacy policy](#).

The venue

Your venue is: Clevedon Marine Lake



About: Clevedon Marine Lake is a tidal pool run by a charity, MARLENS. It's full of sea water topped up by the sea at high tide. It's not affected by tides or currents (apart from when it's overtopping, though high winds can make it choppy).

Getting there: Follow signs towards Clevedon sea front. The marine lake is next to the Salthouse Playing fields postcode: **BS21 7TY**

Parking: You can park at the Salthouse pub or Salthouse fields council car park. Both are pay and display. Please note the Salthouse's carpark is private and monitored by number plate recognition cameras – they do fine if you overstay. There is free parking on the surrounding streets.

Changing and toilets: There are no changing facilities, so please bring a big towel, changing robe or poncho. If it's raining, you will need a waterproof bag to keep your clothes dry while you swim. The nearest toilets are 500m from the Salthouse end of the lake. They cost 20p to use. There are disabled toilets and baby changing facilities there.

Water quality: The sea water is tested weekly throughout the summer and is classified as suitable for bathing (see the Environment Agency's website). The water in the lake itself is monitored, but during high summer and high temperatures it can exceed limits for bacteria. I will keep abreast of ongoing monitoring and cancel if I am made aware of poor quality water, but please bear in mind that it is a natural body of water. If you have lowered immunity, please speak to me first.

Local rules: The lake is open to the public. There will be other swimmers using the lake during your session. Please do not bring your dog as it will not be allowed by the lake. There is strictly no diving.