



Season Tickets and Annual Memberships

20% discount available for Penzance Parish residents*

- Discounted swimming for summer or all year 'round with our annual membership - swim as much as you like (from equivalent of just over £3 per week)
- Help towards the upkeep and maintenance of our iconic and historic pool and keep us here for years to come
- Hear first about offers, promotions and events with our e-newsletters
- Geothermal (launch November 2019), treatment, classes and café discount for annual members (up to 10%)
- Gift Aid us an additional donation to add 25p per £1 to help build our future

* Penzance Town Council addresses apply (council tax area, see map at ticket kiosk, proof of address required please)

NEW 2019

Lane swimming
AUGUST
Mon-Fridays
8am-10am

Open 8am-8pm August
(10am -8pm weekends)

| | |
|----------------------------|------|
| ADULT SEASON (29 Sept '19) | £52 |
| JUNIOR (<16) SEASON | £39 |
| CONCESSION SEASON: | £39 |
| FAMILY 1 ADULT 1 CHILD | £53 |
| FAMILY 1 ADULT 2 CHILD. | £75 |
| FAMILY 2 ADULT 1 CHILD | £78 |
| FAMILY 2 ADULT 2 CHILD. | £105 |
| FAMILY 2 ADULT 3 CHILD. | £128 |

| | |
|--------------------|------|
| ADULT ANNUAL | £200 |
| JUNIOR (16) ANNUAL | £140 |
| CONCESSION ANNUAL | £140 |

Terms and Conditions of Season Tickets and Memberships Jubilee Pool Penzance Ltd

Season tickets and memberships apply to the main (cold) swimming pool and learner pool only. Geothermal tickets must be bought separately (a discount scheme will in place for members when this launches in November 2019). Additional charges apply for classes, workshops and events where stated.

Season ticket holders/members will be given access to the pool under the same conditions as other customers. Season ticket holders and members must adhere to the normal admissions policy regards wearing wristbands and adult to child supervision ratios. Normal capacity maximum levels apply for safety and entry cannot be guaranteed during busy periods. Specifically:

- I agree to use all facilities in line with the conditions of use, I will acknowledge and will follow all rules as set out for use of the swimming pool, geothermal and other facilities. A full copy of the pools **Pool Safety Operating Procedure** is available on request from the general office.
- I understand that the lifeguards and other staff are there for my safety and will follow instructions given for my safety and the safety of my fellow pool users.
- I understand that I am not advised to swim after the consumption of any alcohol.
- I will alert the staff of any medical information they may require for my safety. (Please consult your GP regards any specific medical condition and suitability for swimming as Jubilee Pool will not provide medical advice).
- I understand that staff members (in particular lifeguards) may ask me to leave the pool or premise at any time for failure to follow pool rules. This is for everyone's safety including my own and therefore I will not be entitled to any additional days/reimbursement or compensation if asked to leave for this reason.

Marketing Preferences and Communication

- I understand that Jubilee Pool Penzance Ltd will not use my personal information for any third-party marketing.
- I understand that Jubilee Pool Penzance Ltd may on occasion need to contact me regarding my season ticket/membership or related subjects and I consent to these communications.
- I may remove or add preferences to my consented marketing by contacting Jubilee Pool Penzance Ltd and unsubscribe from any email marketing at the bottom of any newsletter I receive

Opening/Closing Times and Closures

- I understand that Jubilee Pool is an outdoor sea pool and the times for opening and closing are subject to change depending on conditions. The pool may choose to close in inclement or unsafe weather and for routine cleaning and maintenance – where possible this schedule will be published at the ticket kiosk and on the website. Always check the site before you visit to check opening times or call 01736 369224.
- Please note Jubilee Pool Penzance Ltd will not contact people individually to communicate changes to opening and closing times, this will be presented through the website www.jubileepool.co.uk and signage at the facility.
- Changes to opening and closing will be done with at least 24 hours' notice where possible.
- Jubilee Pool Penzance Ltd has a duty to its customers health and safety and will need to close on occasions were it is unsafe to open eg high winds, thunder and lightening, storms/debris from sea or visibility changes in water.
- Water heights are subject to tides and cannot be guaranteed. Please check before entry.
- I understand that the closures listed above form part of this membership agreement and therefore I will not be entitled to any additional days/reimbursement or compensation due to closures unless over 14 consecutive days
- Season tickets are for the main pool and learner pool only and are valid 6/7/2019 – 29/9/2019
- Annual memberships are valid for one year from purchase date

Cancellation & Season Tickets /Membership transfers

- I understand that I may cancel my membership/season ticket at any time without notice. I will not be entitled to any refund or reimbursement for cancelling my membership/season ticket early.
- The season ticket/membership is intended for the person listed on this form and associated family members also listed on this form only as purchased. I am not entitled to transfer my membership to anyone else. A photo is linked to my account which verifies the image of the person(s) linked to the season ticket/membership. Staff are entitled to check this on entry and may refuse entry if they are not satisfied regards my identity.

Freezing My Season Ticket/ Membership

- Jubilee Pool Penzance Ltd will consider any application to freeze season tickets/ memberships (extending them by the period frozen for) by any persons if the application is for medical grounds in exceptional circumstances.
- Jubilee Pool Penzance Ltd will expect to seek proof of medical grounds (e.g. doctor's letter) for this application prior to any decision.

Family Memberships

- I understand that family memberships are only for use by the family members originally purchased for and listed on this form. (Additional photos will be taken including those under 18 years subject to our Safeguarding Policy)
- I understand that family memberships are only available for family members and that these persons must all reside within the same household. Alternative custody arrangements will be considered at Duty Manager's discretion.

Discounts or Vouchers Associated with Season Ticket/ Membership

- I understand that any further vouchers/discounts are a bolt on package to my season ticket/ membership and are therefore non-transferable.
- I understand that these vouchers/discounts are valid for as long as my membership is active (within ticket validity period).
- Renewing my membership with a 1-week window of my membership expiring will allow me to keep any associated vouchers valid. After this they will no longer be valid for use and will be cancelled.

Behaviour and Conduct

- Jubilee Pool has a zero tolerance approach to abuse (physically or verbally) to its staff and may ask any customer to leave for their safety or the safety of others at any time if conduct is deemed unacceptable.
- Jubilee Pool operates in the community and is open to all - it does not tolerate discrimination towards its staff or customers in relation to age, gender, sexuality, race or disability.
- Any property brought to the pool is left at your own risk. We plan to install small lockers later in 2019 during the changing facility upgrade.
- We ask out of courtesy for other users that you do not leave belongings in changing cubicles so that others can use the facilities. Items may be removed if left in cubicles and placed in lost property.
- We log and keep lost property for a maximum of 14 days. Any lost items should be reported to the ticket kiosk.

Accessibility

- Jubilee Pool has a ramp to pool side, a hoist for the main pool and a ramp into the new geothermal pool. Please talk to any member of staff if you have additional access needs. A disabled shower and toilet/changing facility is also available – this is operated with a RADAR key – please ask staff if you need any assistance or call us on 01736 369224 to discuss your visit.

Lost season ticket/membership cards

- Please report any lost season ticket/ membership card as soon as practicable to our ticket kiosk or by calling 01736 369224. Replacement cards cost £1.

Gift Aid

- Jubilee Pool is eligible to claim gift aid on any donations on top of your swim/season ticket/membership fee.
- Please specify your donation amount on the form overleaf.
- Gift Aid is reclaimed by us from the tax you pay for the current tax year. Your address is needed overleaf to identify you as a current UK tax payer.
- If giving a gift aided donation you understand that if you pay less income tax/or capital gains tax in the current tax year than the amount of Gift Aid claimed on your donation, it will be your responsibility to pay any difference.
- Please notify us if you change your address.
- If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

LARGE PRINT VERSION AVAILABLE - PLEASE ASK STAFF

www.jubileepool.co.uk



Season ticket and annual membership application form

Membership type: Seasonal (end Sept 29th 2019) Annual

Penzance Parish residents get 20% discount (address ID required)

Please delete
MR/MRS/MISS/MS/ OTHER (Please specify):

NAME

ADDRESS

POSTCODE:

Penzance Parish Resident **DOB:**

EMAIL:

MOBILE PHONE:

Marketing and Communications Preferences

- I would like to subscribe to your email newsletter to find out about your latest news and offers, pool closures and other useful info. Jubilee Pool does not sell or share your information. You can unsubscribe at any time.
- I do not want to hear from Jubilee Pool

TOTAL COST:

Office use
 All fields completed?
 ID seen?
 Photo taken?
 Photo ID number:
 Payment method:
 Membership card number:

Added to till date:
 Marketing preferences updated:
 Staff member completing:

OPTIONAL GIFT AID:

I am a UK tax payer and want to gift a donation on top of my swimming membership to Community Benefit Society Jubilee Pool Penzance Ltd (ARS007500). You can boost your donation 25p of Gift Aid for every £1 your donate.

Agreement to season ticket/ membership Terms and Conditions and Gift Aid Terms and Conditions (if applicable). I agree I have read the conditions on the back of this form to my marketing preferences.

SIGNED **DATE**

MEMBERSHIP TYPE

- Adult Season £52
- Junior (under 16) /Concession Season £39
- Family Season Number of children Number of adults

Season 6 July – 29 Sept 2019

- Family 1 adult 1 child (53)
- Family 1 adult 2 children (£75)
- Family 2 adults 1 child (£78)
- Family 2 adult 2 children (£105)
- Family 2 adults 3 children (£128)

Annual memberships (see overleaf) (NON REFUNDABLE)

- Adult 12 month main pool membership (£200)
- Child/ Concession 12 month main pool membership (£140)

Additional family members' details (if applicable to family ticket)

NAME

DOB:

NAME

DOB:

NAME

DOB:

NAME

DOB: