

SNOEZELN POOL RULES AND POLICIES

snoezelen@hollandbloorview.ca

Refunds and cancellations

Should we feel the needs of your client or child would be better met in a different session, Holland Bloorview reserves the right to transfer your client or child to the appropriate session. If this change is not possible due to space availability or the proposed change conflicts with your schedule, Holland Bloorview will refund the session cost less the cost of any sessions attended.

1. **General Refunds** - program fees will ONLY be refunded when the Snoezelen Coordinator is notified of a requested refund in writing no later than 7 calendar days before the first session. Between this time and the start of the session, a refund will be given (less the \$10.00 processing fee per client) from the point at which the spot is filled. This may or may not be possible.
2. **Refunds for Medical Reasons** - requests for a refund will be considered when the swimmer will miss 4 or more classes due to the illness/injury and you need to withdraw your child from the rest of the session as a result. The program fee will be credited to your account (less a \$10.00 processing fee per client), from the point at which the Snoezelen Coordinator is notified in writing. Requests must be accompanied by a physician note.
3. **Class Cancellations** - all classes are subject to cancellation if registration is insufficient. You would be notified in this event and no charge would apply.
4. **Make-Up Classes.** Clients are allowed to make up ONE missed class within the season, only if space is available. We cannot issue credits. It is understood that there is no guarantee that the facilities can or will be made available at another time if the client cancels this session or requests an additional session.
5. **Changing Classes After Registration** - after registration, there is a \$10.00 fee to change the day/time you have registered for.
6. **Parking** - there is metered parking in front of Holland Bloorview. On-site parking is \$2.00 per half hour, or you can park at the Pay & Display spots just beyond our parking lot at their posted rates.
7. There is no viewing area offered for programs running in our therapy/snoezelen pool.

Updated April 2018

Supervision

Each person in the pool must be directly supervised (within arms reach) by an adult (18 +). Maximum 6 children (+ 6 support providers) or 5 adults (+ 5 support providers). Floatation devices do not eliminate the need for direct supervision. **The maximum number of people permitted to have on the pool deck and in the pool (total) is 16.**

Serious Medical Conditions

Any person with a serious medical condition (i.e. seizure disorder) should be accompanied by a responsible adult who is familiar with this condition. **Please make the lifeguard(s) aware of any serious medical conditions before the start of each session/class.**

Swimming Attire

1. There is a BATHING CAP POLICY in effect at our pool. All swimmers whose hair is longer than shoulder length must wear a bathing cap in the pool. Ponytails and buns do not eliminate the need for a cap. Caps may also be purchased through the pool office.
2. Proper bathing attire required. All swimmers must change from street clothes to a swimsuit and/ or clean clothing used for swimming only.
3. Swimmers who are not toilet trained must wear swimmer pull-ups (e.g. Huggies, Gabby's) under the bathing suit. Ordinary disposable or cloth diapers are not permitted. Gabby's youth and adult sizes can be purchased at the pool office.

Change room use

1. Our Family Change Room is for use by parents changing children who are over the age of 7 and of the opposite gender, or who require the use of our lifts and larger changing surfaces.
2. If you are with a younger child, or a child of the same gender and do not need to use the lifts, we ask that you use the Boy's or Girl's change rooms.
3. In our Family Change Room, nudity is not permitted outside of the changing cubicles, regardless of age.

No shoes please

In order to keep our change rooms and deck clean, we ask that you not wear street shoes in the shower or deck areas. Please bring a separate pair of indoor, non-slip shoes if you wish to have something on your feet.

Code of Conduct

General Behaviour: Holland Bloorview Kids Rehabilitation Hospital is committed to creating a comfortable environment for everyone. We require that all guests engage in behaviours that are friendly, polite and considerate. The different perspectives, needs and dignity of others must be respected at all times. This includes clients, families, visitors, contractors, managers, students, volunteers, employees and members of the public. The behaviors and expectations outlined are in addition to Holland Bloorview's general code of conduct.

Parents/caregivers are responsible for any inappropriate behavior and/or damage which occurs during the course of using the Snoezelen Pool and adjoining facilities.

Zero Tolerance: The Hospital has the right to cancel a client's booking at any time prior to or during the session in unforeseen and extraordinary circumstances. Where a client or family member has violated any of our terms of use policies or present a safety or security concern, they will be removed from the building and some, or all of future aquatics programming at Holland Bloorview's discretion.