

Kilkenny Local Authorities Leisure Complex Ltd
T/A The Watershed, Bohernatounish Road, Kilkenny

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Code of Conduct

The Watershed is committed to providing the best possible service to all Customers and to upholding the highest standards of safety and wellbeing for employees and customers alike.

In order to help us keep this commitment, the following sets out the standards of behaviour we expect from our customers and any visitors to The Watershed, while they are attending, visiting and/or using our facilities:

- We expect that all customers and visitors will treat staff in a courteous manner whether in person, by phone, in writing or online. We will not accept the use of offensive, threatening or inappropriate language or behaviour towards staff and/or other customers and members of the public.
- The following behaviour will not be accepted:
 - Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others
 - Malicious damage to and/or theft of property
 - The use of alcohol and illicit drugs
 - Smoking and vaping
 - Littering
 - Photography and filming without permission
 - Personal property being left unattended
 - Children left unsupervised in any part of the facility, indoors and outdoors
 - Sitting in changing cubicles or 'holding' cubicles/showers for others
 - Disregard of or non-compliance with instructions given by Watershed staff
- Each area within the facility has its own regulations for use which must be observed at all times.
- Regulations for the use of the Pool Changing Village must be observed by all customers at all times, without exception.

Use of the Changing Village

- When attending for swimming lessons, customers are requested to use the Group Changing Rooms.
- Customers are respectfully requested to observe the male and female signs on the changing room doors.
- **Customers sitting in or holding changing cubicles for others e.g. while children are taking part in lessons, is strictly prohibited and will not be tolerated under any circumstances.** Note Failure to observe this rule may lead to the withdrawal of swim lessons and no refund shall be made.
- Mobile phones may not be used at any time for any purpose, whilst in the Changing Village.
- Customers are not permitted to wait in any area of the Changing Village while pool activities or lessons are taking place and must observe if they wish, from the viewing galleries.
- Customers are not permitted to gather at the entrance to the pool deck at any time.
- Any belongings left in changing cubicles will be removed by Watershed staff and placed in the nearest available open locker.
- The Watershed are not responsible for any item that was not locked in one of the lockers provided.

Management reserves the right to refuse admission or withdraw access to facilities