



**MEMBERS
HANDBOOK
2026**



WELCOME TO SHERE SWIMMING POOL CLUB

Welcome!

Congratulations on your membership to Shere Swimming Pool Club, one of the oldest open-air pools in Britain. We hope you will enjoy using our fabulous community asset.

This pack has been designed to answer common questions and provide information on how to get the best out of the pool.

Please make yourself familiar with the content as it will help you get the most out of your membership.

Please visit our website www.sherepool.org.uk where you will find details of current opening times, events, volunteer rotas and more.

If you have any questions please do reach out via email to membersec@sherepool.org.uk

Best wishes

The Shere Swimming Pool Trustees

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MEMBERSHIP CATEGORIES / TYPES

- There are two categories of member:
 - Local Member (classed as residents of Shere, Peaslake, Holmbury, Gomshall, Abinger and Albury Parish)
 - Remote Member – anyone living outside the area described above
- Membership Types. Within each category of membership there are two types:
 - Single membership – An individual adult membership
 - Family membership – Consists of one or two adults and all children who are still under 19 at September 1st of the membership year and live at the same address
- If you want to be a member next season you need to renew it at the appropriate time next year (please check the website for dates)
- We do not send out renewal reminders so please ensure you put a note in your diary for the following year

MEMBERSHIP RENEWALS

- Please note that your membership is for this season only. There are no automatic renewals
- If you want to be a member next season you need to renew at the appropriate time next year (please check the website for dates)
- We do not send out renewal reminders so please ensure you put a note in your diary for the following year
- The pool is popular and we recommend renewing at the earliest opportunity based on the renewal date

SWIMMING SEASON

- We aim to open the pool from early April and it stays open through to mid-October. Updates will be placed on the website once we know exact dates

OPENING TIMES

- The pool's opening hours change throughout the season due to the change in daylight hours
- Opening times can be found on the website under 'SWIMMING SCHEDULE'
- At the height of Summer the pool is open from 6am to 9pm

GATE CARDS

- Entry to the pool compound is via a magnetic gate card
- Gate cards will be activated on the first day of the season

- New members will receive their gate card in the post just before the start of the season. They will be posted out mid / late March. The same applies if you are requesting a replacement card
- The gate card needs to be held against the card reader on the left hand side of the gate to enter the pool compound and on the right hand side of the gate to leave
- If you lose or damage your gate card, or your gate card does not work, please contact membersec@sherepool.org.uk
- There is a charge for replacement cards
- Only one gate card is issued per membership
- Your gate card must never be shared with anyone who is not listed under your membership. Doing this risks you having your membership cancelled

CLUB RULES

- By joining you and all your linked members have agreed to abide by the club rules. These can be found on the website under 'CLUB RULES'. Please ensure you read them carefully and that you share them with all those listed under your membership
- As the pool operates without lifeguards we are obliged to adhere to strict rules in order to maintain our insurance
- If you breach any of the rules you may be suspended, or in serious cases have your membership terminated

HEALTH & SAFETY

- Health & Safety information as well as the Emergency Action Plan can be found on the website under 'HEALTH & SAFETY'. Please make sure you are familiar with the content
- There is a first aid kit located in the Signing-In Room
- The nearest defibrillator is located at the Coop on Middle Street in Shere
- There is an emergency telephone located in the Signing-In Room. Just dial 999
- There are two life buoys located on the walls adjacent to the pool. These are for emergency use only
- Swimming is strictly prohibited during a lightning storm. Please vacate the pool immediately in the event of thunder & lightening
- There is an emergency exit button located by the gate which should only be used in the event of you being trapped in the compound area
- Please be aware that all members swim at their own risk and should swim within their own limits

VISITING THE POOL – SIGNING IN AND OUT

- You MUST sign in and out on every visit to the pool, even if you are not swimming. The signing in book can be found in the Signing-In Room, to the right of the entrance. You can also sign in and out in the disabled toilet, if you are unable to access the Signing-In Room
- All members and guests must be signed in and out
- Only sign out when you are leaving the pool compound and not before
- It is essential that you do not open the gate to the compound to anyone else but your party. Thank you for your support with this

CHILD SUPERVISION RATIOS

- It is vital that the following Child Supervision Rules are followed at all times:
- When supervising children the adult must remain *within the pool compound* and be able to see the children in their care at all times. You cannot sit on the grass area outside of the pool to supervise
- **Children under 8 years** - a maximum of 3 children to 1 adult (the adult must accompany the children in the water)
- **Children over 8 years and under 16 years** - a maximum of 6 children to 1 adult
- **Children under 16 who cannot swim one width** - must be accompanied in the water by a known adult

YOUNG CHILDREN

- All children under 2 years and children of any age who are not fully potty trained must wear a proper swim nappy
- Babies under the age of 6 months are not allowed in the water
- Please supervise children when changing and ensure that they use the toilet facilities. We know that accidents happen! If a mishap does occur, please use the provided cleaning products to clear up and prevent unpleasant odours

GUESTS

- You are welcome to bring guests for payment of the appropriate fee
- The charge for guests is £2 for an adult and £1 for a child
- Payment can be made in cash (place money into the box in the Signing-In Room), bank transfer or QR code (displayed in the Signing-In Room)
- You must sign all guests in and out
- You agree to take responsibility for all guests and their behaviour and will not leave them unattended in the pool compound

SWIMMING SCHEDULE

- On a daily basis the pool has a mixture of lane swimming, bookable swimming and free swimming. The schedule is as follows:

Type	Description	Timings
Lane Swimming	Open swimming specifically for those who want to swim lengths. No booking required, just turn up	Every day: 6am - 8am & Mon - Fri: 6pm - 7pm
Bookable Lanes	30 minute slots that can be pre booked on the website.	Mon - Fri: 8am - 3pm (2pm during school holidays) & 7pm - Close Sat & Sun: 8am - 2pm Please be aware that there are some exceptions to these times. Please refer to the Book a swim / Availability page on the website for current information
Free Swimming	Open to all. No booking required, just turn up	Mon - Fri: 3pm - 6pm (2pm - 6pm during school holiday) Sat & Sun: 2pm - Close

BOOKING A LANE

- You can make lane bookings on the website using the 'BOOK A SWIM' tab
- You can book up to one week in advance
- Only one lane booking is allowed at a time. Once you have had your booked swim you will be able to book your next swim. This is to allow fair access to all members

- Standby bookings are available on the day, if there are available slots. These can be booked even if you have a future lane booked
- You can see the availability of swim slots on the 'AVAILABILITY' tab
- You can check the details of your bookings under the 'MY BOOKINGS' tab
- The 'BOOKING FAQ' tab will explain how to make a booking and how to cancel it

CANCELLING A BOOKED LANE

- Lane bookings are in high demand, therefore it is vital that you cancel any booking you are unable to use
- Please cancel as early as possible
- Your confirmation email contains a link to the cancel
- Failure to show up for a booked lane without cancelling may lead to withdrawal of the ability to prebook lanes.
- The most common complaint we get from members is about unused lanes so please always remember to cancel with as much notice as possible

SHARING LANES DURING BOOKED SESSIONS

- To maximise the pool usage we encourage members to share a lane when they have booked one
- Flags are provided in the Signing-In Room. If you have a booked lane and are happy to share please put the flag at the end of your lane. This will let other members know you are happy to share
- Please remember to return the flag to the Signing-in room after your swim

POOL TEMPERATURE

- Our aim is to maintain the pool at a temperature of 26C
- This is achieved through a combination of a gas boiler and an eco-friendly Air Source Heat Pump that was installed in 2023
- The Air Source Heat Pump operates in certain conditions when the air temperature is high enough so you may hear it when you are at the pool (it's located in the left hand corner of the compound, next to the seating area)
- Various factors can affect the water temperature, including topping up from a local water source, the cover being left off overnight or extreme weather conditions

VOLUNTEERING

- THANK YOU TO ALL OF OUR AMAZING VOLUNTEERS. THE POOL COULDN'T OPERATE WITHOUT YOU!
- Volunteering is an important part of being a member of the Shere Swimming Pool and there are many ways you can support the pool.
- The Cleaning team - The pool cannot operate without volunteers to help keep the pool compound clean and tidy
- Cleaning duties are split into the following roles:
 - Sweeping of pool surround (excluding toilets and changing rooms)
 - Cleaning the changing cubicles
 - Cleaning the toilets
- We ask all members to consider signing up for one duty block a season
- A duty block consists of either a daily visit from Monday – Friday (5 visits in total) or a daily visit on a Saturday & Sunday (2 visits in total). If every member signs up for one duty block the whole season is covered
- If you have ticked the box to volunteer you will find the season's rota on the website under the 'VOLUNTEERING ROTA' tab
- Please check when your duty is
- Information on how to perform your duty can be found under the 'GENERAL INFORMATION' tab of the VOLUNTEERING ROTA page
- Vacant volunteering slots can be found on the website under Volunteering / Weekend / Week
- If you are able to help, please contact the membership secretary with your availability membersec@sherepool.org.uk
- We also have the following teams of volunteers who are essential for the pool to run smoothly
 - Plant room team – maintaining the water quality and the pool temperature
 - The Closing team – replacing the cover at the end of each day
 - The Opening team – removing the cover at the start of the day
 - Gardening Team – maintaining the pool environment
- If you are interested in joining one of these teams please contact membersec@sherepool.org.uk

POOL HYGEINE & CLEANLINESS

- Please use the path provided to access the pool area to avoid bringing in mud and grass
- Please always shower before entering the pool. It makes a huge difference to keeping the water sparkly
- Our volunteers work extremely hard to keep the pool and the surrounding area clean and tidy. Please help us maintain this by doing the following:
 - Take all rubbish home with you. We do not have any rubbish facilities on site
 - Please ensure that any nappies or sanitary products are bagged up and taken away with you. Bags for sanitary items are available in the toilets
 - If you do see rubbish that someone else has left, please help us by picking it up
- There have been instances in the past where users of the pool have urinated in the changing rooms. This is deeply unpleasant for everyone! We know that accidents happen. If this occurs, please, please, please use the provided cleaning products to clear up and prevent unpleasant odours
- Cleaning products can be found in the Broom Cupboard. This has a combination lock – you can find the code on the noticeboard in the Signing-In Room
- Please ensure that all cleaning materials are returned to the cupboard and the door locked

POOL ENVIRONMENT

- At different times of the season the beautiful oak tree does drop blossoms and acorns and leaves. This puts strain on our filtration system
- We have a cleaning rota for this job, but If you have a few minutes spare before or after your swim to do an additional sweep we would be very grateful. Little and often is best!
- Brooms and a sweeper can be found in the Broom Cupboard. Please return them after use
- Weeding – the paving area around the pool is prone to weed growth in the Summer months. If you are inclined to help the gardening team keep on top of it there are trowels available in the Broom Cupboard
- Any organic waste you collect can be disposed of over the fence in the far left corner of the pool area, close to the stream

LOST PROPERTY

- Please make best efforts to take all belongings with you when you leave the pool
- Any found property will be placed on the named shelf in the Signing-In Room. If you find anything someone has left behind please put it in the same place
- Any unclaimed property will be disposed at the end of the season

NEWSLETTER

- We send out monthly newsletters to inform you of events and other important information regarding the season
- Please read the newsletters carefully
- All newsletters will also be made available on our website
- You can find all events for the coming season listed on the 'EVENTS' tab

EVENTS MERCHANDISE

- We run events throughout the season. These range from coffee / tea swims to toddler splash sessions, inflatable sessions and the popular twilight swims
- Details of the events will be included in the monthly newsletter and can also be found on the events page of the website
- Dates may change due to weather conditions and updates will be posted on the homepage of the website
- All members and guests are welcome and no bookings are required, just turn up!

MERCHANDISE

- We have Shere Swimming Pool Club branded swim hats and kit bags available to purchase.
- Please see the information inside the signing in room for details of costs and how to order

WINTER PARTY & AGM

- At the end of each season, usually in November or early December, the committee holds a social event which incorporates the AGM
- All members are warmly invited and encouraged to attend
- The exact date of the AGM will be published on the website

COURTESY & KINDNESS

- The Shere Swimming Pool Club is a welcoming and friendly community resource
- We request that all members and their guests are polite and courteous to each other at all times
- Rudeness and / or aggression towards other members or representatives of the pool will not be tolerated and we reserve the right to suspend or withdraw membership if it is found a member has behaved inappropriately
- Thank you for your support in keeping the pool a friendly and welcoming place