

Tides Swimming Pool Update – Thursday 29 November 2018

Your Leisure would like to sincerely thank our customers for their patience and understanding whilst the essential plant equipment is replaced at Tides. We would like to apologise for the occasions when it has been necessary to close the swimming pool mainly due to not being able to maintain the pool temperature at a level within guidelines relevant to the management of swimming pools. Where closure has regrettably affected our pool-based programmes, we will be arranging a direct debit adjustment or credit for cancelled sessions.

The Pool Water Treatment Advisory Group (PWTAG) recommend operating temperatures for swimming pools should be between 27°- 30°c. Please be assured the pool has not been opened if the temperature was below the minimum level.

Unfortunately, over the past few months we have experienced some challenges in maintaining the recommended top end range temperature due to inefficient ageing equipment and the associated fractured pipework, however we can now confirm the pool temperature has reached 29.5°c and we are confident we can maintain a more stable temperature whilst the works continue and thereafter upon completion. We also confirm that as part of the essential investment works being carried out the air handling system is also undergoing a refurbishment. We would like to re-assure customers that effective pool water treatment has continued, again in accordance with PWTAG recommendations, and the pool disinfection operating parameters have been properly maintained and validated through regular monitoring and recording.



The works are scheduled to be completed by the end of January 2019 and it is anticipated there may be a limited number of times when we may need to close the pool(s) again. We will of course keep customers updated as the work progresses.

The plant equipment replacement is both essential and complex work in order to ensure the problems we have experienced are resolved in the longer term. Please be assured we have done our very best to keep the centre operational and minimise the inconvenience for customers and will continue to do so.

To celebrate the completion of this major investment programme, Your Leisure will be providing a free-swimming weekend (dates and details to follow) for those customers and their families inconvenienced by this essential work.

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