

## The Royal Parks - Serpentine Lido Booking Conditions

Every booking is subject to these booking conditions. Failure to comply with these booking conditions may result in refusal of entry or a requirement to leave the Serpentine Lido premises. Please ensure that you and any of your guests have read and understand these booking conditions.

### 1 Conditions of use

1.1 If these conditions of use are not adhered to, we reserve the right to refuse entry to any of our services.

1.2 Children under the age of 16 years old will not be permitted access unless accompanied by an adult who is 18 years old or above and is a competent swimmer. Children must be directly supervised by an adult who is 18 years old and above at all times.

1.3 The required ratio of adults to children is set out below:

Swimmer Age	Supervision Required (Adult: Child)
< 3 years	1:1
> 3 years to < 8 years	1:2
> 8 years to < 14 years	1:3
> 14 years to < 16 years	1:4
> 16 years to < 18 years	No supervision needed

1.4 The Serpentine Lido is an open water environment and is not sterile. Partaking in any activity is done at your own risk.

1.5 Customers should keep all valuables secure. The Serpentine Lido cannot be held liable for loss of any valuables or other personal property left on the premises. Personal belongings taken on to the beach head are at the owner's risk.

1.6 Lockers are available for hire on a first come first serve basis. Customers will be charged £2 per locker. Lockers can be paid for at the reception desk on arrival. Any items stored left in lockers are at the owner's risk. Any items left behind in lockers at the end of each swim session will be removed and may be disposed of by staff.

We cannot guarantee that a locker will be available for everyone. Please ensure that you bring minimal personal belongings and come as swim ready as possible.

1.7 All swimmers must wear suitable swimwear:

- Swimming costume/short/trunks designed for water-based activities;
- Body suit or Burqini designed for water-based activities;
- Leggings made from a lycra based material;
- Lycra based, 'comfortably' fitting, top/vest (rash vest);
- Wet suits; and
- Swimmers' caps and sun hats are also permitted.

1.8 For the avoidance of doubt, the following are not permitted to be worn whilst swimming:

- Denim, trousers or jogging bottoms;
- Underwear;
- Loose fitting T-shirts and tops;
- Coats and jackets;
- Jumpers and sweatshirts; and
- Clothing made of inappropriate fabric such as cotton/wool materials that absorbs water.

1.9 Changing cubicles are available for use inside the Serpentine Lido, these include mixed changing cubicles, priority parent and child changing cubicles and an accessible changing cubicle. There are a limited number of changing cubicles, and you may be required to queue outside to wait for a cubicle during busy times.

1.10 Toilet facilities are available inside the Serpentine Lido. There are no toilets available on beach head. If a customer needs to leave the beach head temporarily during their booked session, they must notify a staff member and be stamped to regain entry.

1.11 Cold showers are available on the beach head. There are no hot showers available. Swimmers will be encouraged to shower before and after swimming for hygiene reasons.

1.12 No soap, no shower gel, no shampoo, no conditioner, or cleaning products of any kind are permitted to be used in the showers.

1.13 Alcohol is not permitted in the premises or on the beach head. Anyone who appears to be under the influence of alcohol or drugs will not be permitted access.

1.14 At the end of a session customers are requested to leave promptly.

1.15 Swimmers must always remain within the designated swimming area. Swimming in the wider lake area is not permitted.

1.16 The lake bed's depth varies, we advise anyone that is not comfortable out of their depth to wear a personal flotation device while in the water.

1.17 Customers must follow the directions given by lifeguards at all times.

1.18 Food is not permitted in the beach head area.

1.19 All customers must always abide by the following rules:

- No running
- No diving/bombing
- No pushing or rough play
- No excessive noise such as playing of music or shouting
- No smoking or vaping
- No alcohol
- No glass.

1.20 No animals or pets are permitted except for assistance dogs.

1.21 Disturbing wildlife or feeding wildlife is not permitted and you will be asked to leave.

- 1.22 Dropping litter is not permitted.
- 1.23 Photography or video recording is not permitted.

## **2 Booking and payment**

- 2.1 An advanced booking requires full payment at the time of booking. Payment can only be made by debit card or credit card. We accept Visa, Mastercard, JCB, Maestro, Apple Pay and Google Pay for online payments.
- 2.2 Once an advanced booking is complete a confirmation email will be sent containing your ticket confirmation and QR code. You must bring your ticket confirmation and QR code with you either in electronic format on your phone or printed in paper format.
- 2.3 Bookings can also be made on the day at the reception in the Serpentine Lido. Payment can only be made using a debit card, credit card or contactless payment. We accept Visa, Mastercard, Maestro, JCB Apple Pay, Google Pay and Samsung Pay for on the day bookings.
- 2.4 For groups bookings of 10 or more please contact a member of our team. Group bookings are not available online. We do not accept bookings from hen or stag parties. To request a group booking please email [sportsandleisure@royalparks.org.uk](mailto:sportsandleisure@royalparks.org.uk) or use the [contact us form here](#)
- 2.5 All members of the booking party must have a ticket booked, even those that are non-chargeable which include children under the age of 3 years and a carer accompanying a vulnerable person that requires 1:1 support.
- 2.6 Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID. Concession ticket holders will be required to show a valid ID on arrival. We reserve the right to charge the full price or refuse entry if valid ID is not shown.
- 2.7 Tickets are only valid for the day, time and location specified when booking. It is the responsibility of the booker to ensure they have selected the appropriate options.
- 2.8 Advanced ticket holders should join the advanced booking queue on arrival and check in at the reception/beach head.
- 2.9 Advanced tickets holders should not arrive more than 15 minutes before the booked session time.
- 2.10 Advanced ticket holders are permitted to arrive anytime within their booked session time but they must leave by the end time shown on their booking.
- 2.11 Advanced bookings can be made up to midnight on the preceding day of the desired day. After this time tickets are only available for purchase on the day from at the Serpentine Lido.
- 2.12 Advanced bookings are only available online and cannot be made in person at the Serpentine Lido.

### 3 Cancellation and Refunds

3.1 The Royal Parks reserve the right to cancel advanced bookings due to adverse weather conditions, closure of Hyde Park, closure of the Serpentine Lake or any other closure or emergency. In circumstances where The Royal Parks cancel the booking, an alternative date or a full refund will be offered to the customer.

3.2 Refunds will only be made to the card used to pay for the booking.

3.3 A full refund will only be available to customers making a cancellation at least 72 hours prior to the booking date. Changes can be made up to 48 hours prior to the booking date. To make a cancellation, please contact [sportsandleisure@royalparks.org.uk](mailto:sportsandleisure@royalparks.org.uk) with your booking information.

3.4 Refunds will only be made to the card used to pay for the booking.

### 4 Ticket types and criteria

4.1 The following ticket types and ticket criteria apply:

Ticket type	Ticket Criteria
Full Day	10:00 - 18:00
Morning or Afternoon Session	10:00 – 13:30 or 14:30 – 18:00
Late Afternoon Session	16:00 - 18:00, Not available online. Purchase on the day from the Serpentine Lido, this would only be available if capacity allows.
Locker Hire	Not available online
Sunlounger Hire	Not available online
Adult	18 years and above (Young persons aged 16 - 17 years. Please see Concession pricing below).
Child (3 and above)	3 to 15 years old. Supervision ratios apply please see Conditions of Use. All children must be accompanied by an adult who is 18 years old or above and is a competent swimmer.
Child (aged 1 -2)	1 to 2 years old. Supervision ratios apply please see Conditions of Use. All children must be accompanied by an adult who is 18 years old or above and is a competent swimmer.
Family	2 adults and up to 4 children. Supervision ratios apply please see Conditions of Use. All children must be accompanied by an adult who is 18 years old or above and is a competent swimmer.
Carer	When accompanying a vulnerable person that requires 1:1 support
Concessions	Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID



## 5 Other

5.1 From time to time, The Royal Park may have photographers present for marketing purposes. Customers will be made aware of this on the appropriate day. This is not compulsory.