



Welcome to Guildford Spectrum



freedomleisure
where you matter

Leisure Pool SEND Sessions

These sessions are held every Wednesday, term time only from 4:00pm to 6:00pm. You can arrive anytime from 4:00pm onwards.

All the slides will be open, and all pool features will be in operation, except for the gushers, which are water fountains that spray into the main pool.

To ensure a more relaxed experience, we've limited the number of people using the pool, making the sessions quieter and more comfortable for everyone.



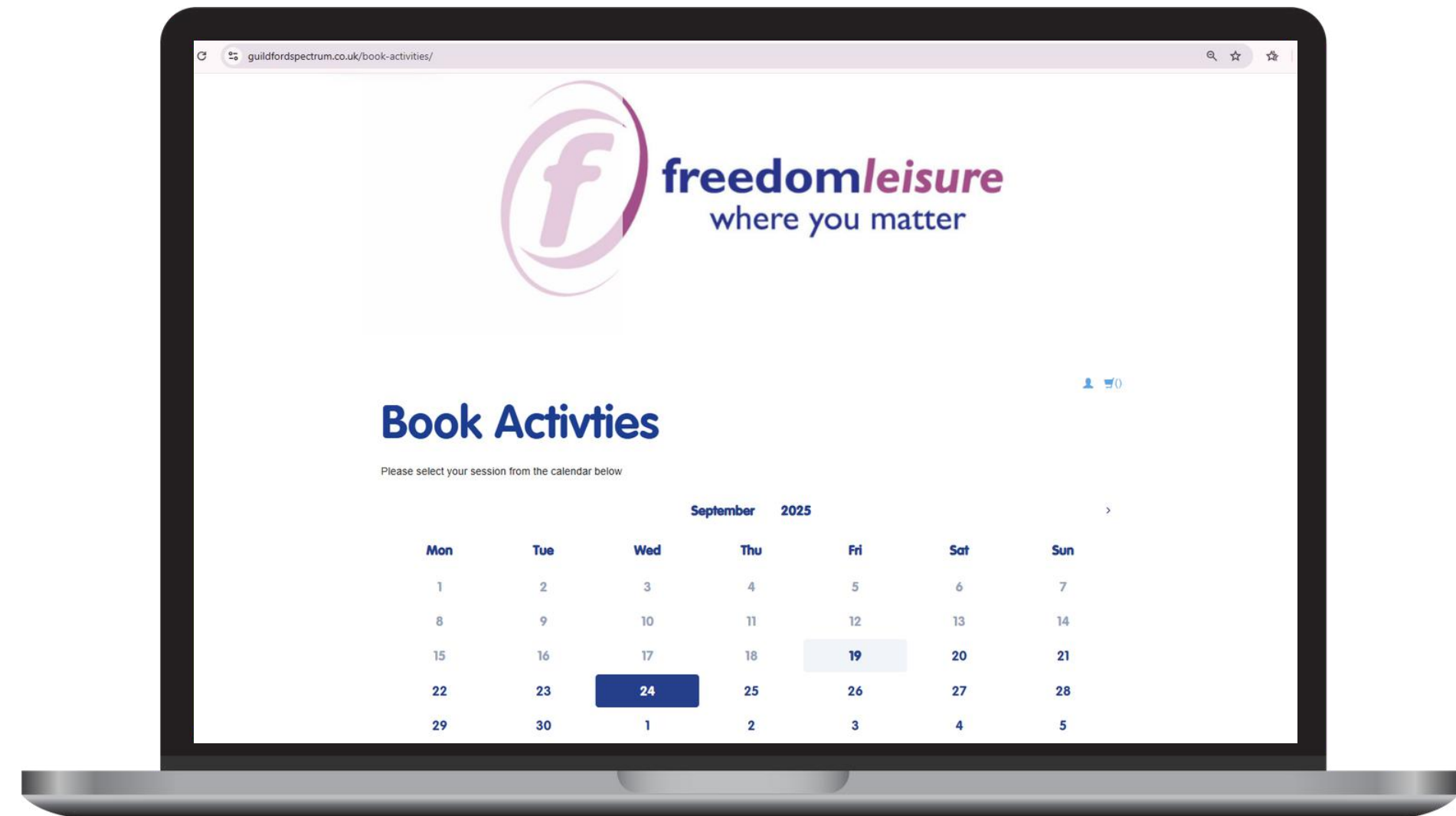
Booking the sessions

You can book your tickets to the Leisure Pool SEND sessions in advance online.

[Click here to book your tickets online.](#)

Alternatively, you can turn up on the day without booking your tickets in advance and pay for your tickets at Reception. You can use any of the available desks at Reception to do so.

There should be spaces available within this session to book on the day, however we do advise phoning on 01483 443322 to confirm your space prior.



Arriving at Guildford Spectrum

When you arrive go up the ramp and the entrance is through the large set of automatic doors. At Reception, you will be greeted by a member of staff wearing a blue or white shirt.

There is a small swimming shop on the left as you enter the building. This is handy if you need things like a new swimming costume or goggles. You can pay for things from the shop at one of the Reception desks.

If you have pre-booked your tickets online, you do not need to stop at Reception and you can go straight to the Pool.



Entrance to the Pool

To get to the swimming pool, follow the signs to the main central stair case and lift. The pools are downstairs on level 2. You will be greeted by a member of staff wearing a blue or white shirt.

Enter the Swimming reception and show the member of Spectrum staff at the desk your ticket/online booking. It is very warm and humid in the Reception and Changing rooms.

Adults will be given a coloured rubber band to wear on their wrist.



Pool changing rooms

There are a variety of changing cubicles available including; single, two person and large family cubicles with baby change tables.

There are accessible changing rooms, showers and toilets.

You will need a £1 coin for the lockers. This will be returned once you have finished with the locker. The locker key is worn around your wrist while swimming.



Pool changing rooms

There is an automatic sprinkler/shower system which gets you wet as you walk from the changing room to the Pool. Staff can let you in another way if this is something you want to avoid.

There are tannoy announcements when the wave machine is coming on. As you leave the changing rooms, you walk past some hairdryers which can be noisy if being used.

You hand your wrist band back to the member of staff on the desk.



In the pool

There are a variety of slides and you have to be tall enough to use some of them.

For the rubber ring slide, you need to collect a rubber ring from the end of the ride and take it up the steps to the start of the ride. There is a large bucket which slowly fills up and then empties a large amount of water in the pool area at the bottom of the main steps.



Lifeguards in the pool

There are Spectrum lifeguards who manage each slide and all pool areas in case you need help or have any questions.

The Spectrum staff during SEND sessions have received specific inclusivity training.

If you have any questions during the SEND session or need further assistance from a member of staff, please do not hesitate to ask.



Quiet spaces / safe place

If you are feeling overwhelmed before or after your swim, the staff at Guildford Spectrum can direct you to a 'Safe Space'. This is a small, quiet room overlooking the Ice Rink,

In this room, the lights can be turned off and there are chairs available. You may be able to hear some music from the Ice Rink.

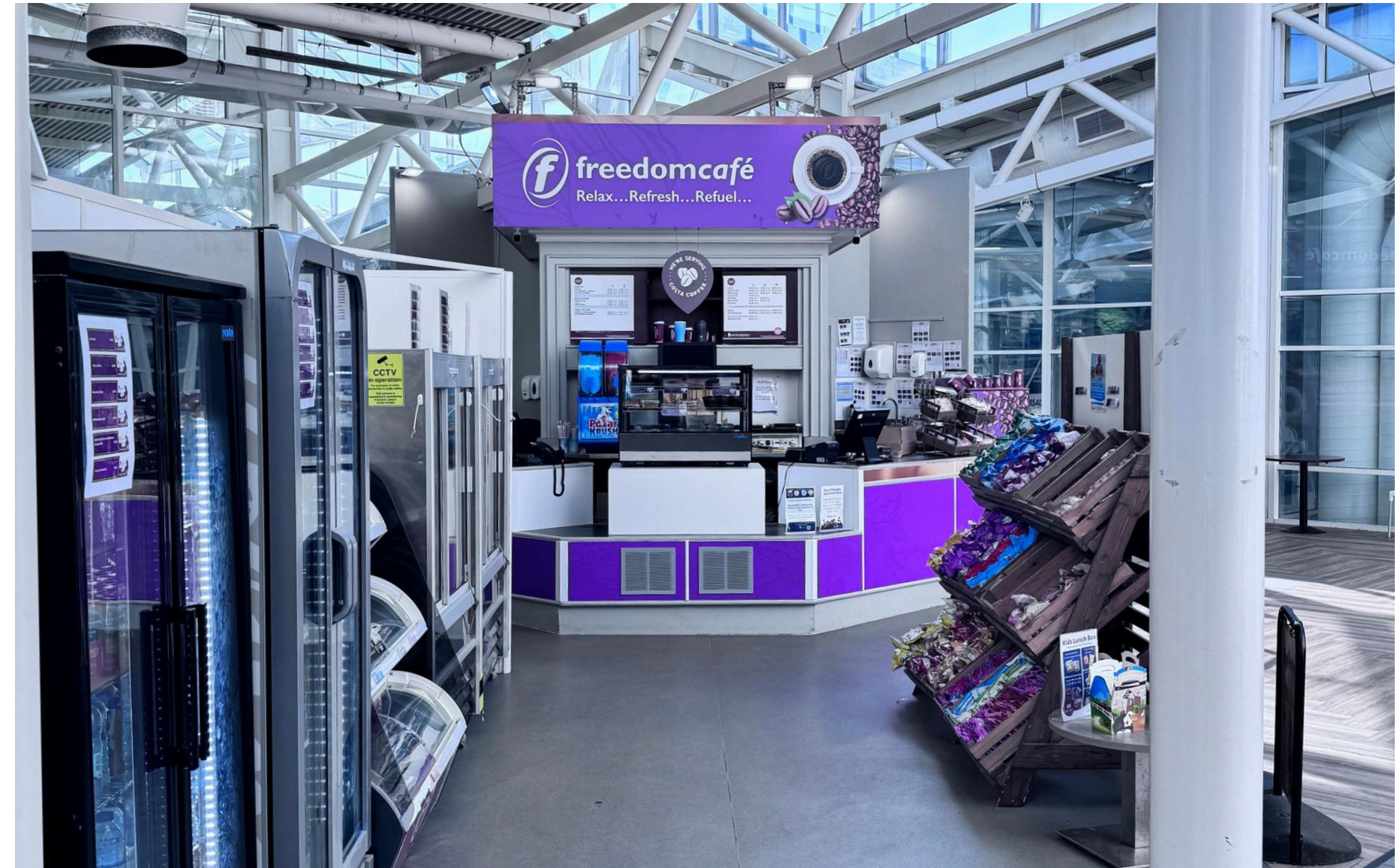
Within the room, there are big windows, so you can watch people ice skating below, or sit around the corner if you'd rather.



Food and drink

There is a Café just past Reception with seating. From the Café, you can buy hot and cold drinks, snacks, cakes and sandwiches. The Café also serves food for children.

There is a Burrito Loco restaurant with seating on level 2. At times, there may be large groups of children eating in any of the food outlets as part of a school outing or children's birthday party.





We really value feedback from our customers, and want to do all we can to make our Leisure Pool SEND sessions inclusive for everyone.

For any further questions or to give feedback, please email: hcguildford@freedom-leisure.co.uk