

The Royal Parks

Serpentine Lido Open Water Swimming

Booking conditions

1 General

- 1.1 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.

2 Booking and payment

- 2.1 A booking can be made on the day at the reception in the Serpentine Lido. Advanced online bookings will be available soon.
- 2.2 A payment can only be made using a debit card, credit card or contactless payment. We accept Visa, Mastercard, Maestro, Apple Pay, Google Pay and Samsung Pay.
- 2.3 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.
- 2.4 Tickets are only valid for the activity booked. Tickets do not include access to any other services or special events.
- 2.5 Tickets are only valid for the day, time and location specified when booking.

3 Tickets and session times

- 3.1 The following ticket types are available:

Ticket type	Session time	Booking options
Full Day Session	10:00 - 18:00	Purchase on the day from the Serpentine Lido
Morning Session	10:00 - 13:30	Purchase on the day from the Serpentine Lido

Afternoon Session	14:30 - 18:00	Purchase on the day from the Serpentine Lido
Late Afternoon Session	16:00 - 18:00	Purchase on the day from the Serpentine Lido

3.2 The following ticket prices and ticket criteria apply:

Ticket type	Ticket user	Ticket Price	Ticket Criteria
Full Day	Adult	£7.00	18 years and above (Young persons aged 16 - 17 years. Please see Concession pricing below).
Full Day	Child (above 3)	£3.50	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.
Full Day	Child (below 3)	Free	0 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.
Full Day	Family	£15.00	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.
Full Day	Carer	Free	When accompanying a vulnerable person that requires 1:1 support
Full Day	Concessions	£4.00	Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID.
Morning or Afternoon Session	Adult	£5.50	18 years and above (Young persons aged 16 - 17 years. Please see Concession pricing below).

Morning or Afternoon Session	Child (above 3)	£2.00	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.
Morning or Afternoon Session	Child (below 3)	Free	0 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.
Morning or Afternoon Session	Family	£13.00	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.
Morning or Afternoon Session	Carer	Free	When accompanying a vulnerable person that requires 1:1 support
Morning or Afternoon Session	Concessions	£3.00	Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID.
Late Afternoon Session	Adult	£2.00	18 years and above (Young persons aged 16 - 17 years. Please see Concession pricing below).
Late Afternoon Session	Child (above 3)	£1.50	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.
Late Afternoon Session	Child (below 3)	Free	0 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.
Late Afternoon Session	Concessions	£1.80	Young persons aged 16 - 17 years, students and adults over 65 years are eligible for concessions with a valid ID.

4 Conditions of use

- 4.1 If these conditions of use are not adhered to, we reserve the right to refuse entry to any of our services.
- 4.2 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.
- 4.3 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

- 4.4 The Serpentine Lido is an open water environment and is not sterile. Partaking in any activity is done so at your own risk.
- 4.5 Customers should keep all valuables secure. The Serpentine Lido cannot be held liable for loss of any valuables or other personal property left at the premises.
- 4.6 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.

4.7 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.

4.8 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 suit; and
- Swimmers caps and sun hats are also permitted.

4.9 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.

- 4.10 Personal belongings taken on to the beach head are at the owner's risk.
- 4.11 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.
- 4.12 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.
- 4.13 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
- 4.14 No soap, no shower gel, no shampoo, no conditioner, or cleaning products of any kind are permitted to be used in the showers.
- 4.15 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.
- 4.16 At the end of a session customers are requested to leave promptly.
- 4.17 Swimmers must remain within the designated swimming area at all times. Swimming in the wider lake area is not permitted.
- 4.18 TRP advises anyone out of their depth should wear a personal flotation device while in the water.
- 4.19 Customers must follow the directions given by lifeguards at all times.
- 4.20 Food is not permitted on the beach head area.
- 4.21 All customers must always abide by the following rules:
- No running
 - No diving/bombing
 - No pushing or rough play

- No shouting
- No smoking or vaping
- No alcohol
- No glass.

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

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

4.24 Dropping litter is not permitted.

4.25 Photography or video recording is not permitted.

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.