

Kilkenny Local Authorities Leisure Complex Ltd  
T/A The Watershed, Bohernatounish Road, Kilkenny

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Web: [www.thewatershed.ie](http://www.thewatershed.ie)



The Watershed is committed to providing the best possible service to all customers and to upholding the highest standards of safety and wellbeing for employees and customers alike

In order to help us keep this commitment, the following sets out the standards of behaviour we expect from our customers and any visitors to The Watershed, while they are attending, visiting and/or using our facilities:

- We expect that all customers and visitors will treat staff in a courteous manner whether in person, by phone, in writing or online
- We will not accept the use of offensive, threatening or inappropriate language, gestures or behaviour towards staff
- We will not accept the use of offensive, threatening or inappropriate language, gestures or behaviour towards other customers and members of the public
- The following behaviour will not be accepted:
  - Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others
  - Malicious damage to and/or theft of property
  - The use of alcohol and illicit drugs
  - Smoking and vaping
  - Littering
  - Photography and filming without permission
  - Personal property being left unattended
  - Personal property being left in changing or showering cubicles for the purpose of 'reserving' same
  - Customers waiting in changing cubicles or holding changing areas or showers for their children or other customers
  - Children left unsupervised in any part of the facility, indoors and outdoors
  - Disregard of or non-compliance with instructions given by Watershed staff
- Regulations for the use of the Pool Changing Village must be observed by all customers at all times
- Accessing any part of the facility without checking in, signing in or swiping in with membership card at Reception is strictly prohibited
- Accessing any part of the facility without payment of the appropriate fee is strictly prohibited
- Each area within the facility has it's own regulations for use which must be observed at all times

**Management reserves the right to refuse admission or withdraw access to facilities**