POLYNESIAN SPA

GEOTHERMAL HOT SPRINGS AND THERAPIES

BATHE SMART POLICY

Scan QR to view the policy in other languages.
(Māori, Korean, Chinese, Japanese, Hindi)

Polynesian Spa strives to provide a relaxing, safe, and respectful environment for all guests. For everyone's well-being, please observe the following Bathe Smart guidelines.

Overheating & Dehydration Risks

- Prolonged immersion in our hotter pools may cause dehydration or fainting. We recommend not staying in the hotter temperature pools (38°C or above) for more than 15 minutes at a time.
- Alternate to cooler pools and maintain a regular intake of fluids. Water fountains are available throughout the complex.
- Lifeguards perform wellness checks on bathers who may be at risk of dehydration or fatigue. Please do not be alarmed if approached.
- Take care when entering and exiting pools. Use the handrails provided for added safety.
- Do not submerge your head under water in hot pools.
- Consult your doctor before visiting if you have any medical conditions that may be affected by hot pool bathing.

Pregnancy & Soaking Recommendations

- We do not recommend soaking in pools with temperatures above 38°C if you are pregnant. You may wish to soak your feet in the hotter pools instead. The 36°C pool is the most suitable option for pregnant guests.
- Take regular breaks and avoid prolonged immersion. Always consult your doctor before visiting, especially if you are pregnant or have concerns about your health.

Age Bands: Wristband System and Supervision Rules

- Children under 12 years must be accompanied by an adult.

- Children under 8 years must wear the appropriate wristband (red for under 5s, green for ages 5 to 7) and be actively supervised by a caregiver aged 16 or over. Active supervision means the caregiver must be in the same pool as the child, within arm's reach for red wristbands (under 5s) or watching attentively for green wristbands (ages 5 to 7), ready to assist immediately. Supervising from outside the pool or being distracted is not permitted.
- Infants must wear swimming nappies, available for purchase at reception, and should be kept in lower temperature pools to avoid overheating.
- No jumping or diving into pools is allowed.
- All bathers must wear appropriate swimwear in the pools.
- Children 8 years and older are not allowed in opposite-sex changing rooms.
- Children are allowed in private pools, but they must remain quiet and respectful of other guests in adjacent private suites.

Wristband Supervision System

Red Wristbands – Children Under 5

- Must be directly supervised by a caregiver aged 16 or older who is in the water and within arm's reach at all times.
- This applies regardless of the child's swimming ability or whether they can stand in the water.
- The caregiver must be in the same pool as the child.
- Supervision from spa pools, poolside seating, or other areas is not acceptable.

Green Wristbands – Children Aged 5 to 7

- Must be actively supervised by a caregiver aged 16 or older who is in the same pool.
- Caregivers must watch attentively and be ready to assist immediately.
- Supervising from another pool or across the pool area is not permitted.
- Caregivers must remain focused and undistracted — no phones, reading, or leaving the pool area.

What Counts as "Active Supervision"

Poolsafe defines active supervision as:

- Constant visual contact with the child.
- Close enough to help or intervene immediately.
- No distractions such as phones, conversations, or reading.
- Remaining in the designated supervision area without leaving for cafés, changerooms, or other areas.

If a caregiver needs to leave the area, even briefly, their child must exit the pool and wait until they return or another responsible adult (16+) takes over supervision.

Taking Care on-site

- Do not float face down in hot pools. Lifeguards may conduct wellness checks if they believe you may need assistance.
- Protect yourself with sunscreen during daytime visits.
- No diving or jumping is allowed in any pool.

- Slippery surfaces: All areas can be slippery when wet. Please walk carefully and avoid running.
- Alcohol purchased on site may be taken into the pool areas. Glass is strictly prohibited in all pool areas. For safety reasons, anyone who appears intoxicated may be refused service or asked to leave the pool areas. No outside alcohol is permitted on site.
- For safety, do not enter garden areas or climb poolside rocks.

Geothermal Water & Jewellery

- Geothermal water can tarnish jewellery, particularly silver. We recommend removing all jewellery before bathing. We do not take responsibility for any loss or tarnishing of personal property.
- Leave valuables at home to avoid misplacing or damaging them.

Photography, Mobile Phones & Drones

- Mobile phone use: Please refrain from using mobile phones for conversations or playing music. Be mindful of other guests and follow staff instructions to put your phone away if requested.
- Photography should be kept to mobile phones only. No professional photography or videography equipment is allowed without prior arrangement with the Marketing team.
- No tripods or drones are allowed anywhere on the property.
- When taking photos or videos, please do not photograph other bathers without their consent.
- **For privacy and safety, use of mobile phones are not permitted in the changing rooms under any circumstances.**

Noise & Pool Environment Etiquette

- Pool areas are dedicated to relaxation and must remain peaceful and quiet, with the exception of the Family Pools.
- The Deluxe Lake Spa area allows for well-behaved and supervised children, where noise and disturbance should be kept to a minimum.
- Inappropriate behaviour, damage to property, or aggressive conduct towards staff or fellow bathers will result in being asked to leave without a refund.

Closing Time

- The last entry to the pools is at 10:00 PM.
- Guests will be asked to vacate the pools 15 minutes prior to closing time.

We appreciate your cooperation and respect for these policies to ensure the safety and enjoyment of everyone at Polynesian Spa.