

## ***April 2026 Leisure Pool and Pirate Playground Closure - Member FAQs***

### **Q: Why is the Leisure Pool still closed?**

A: We have some bad news about the Leisure Pool, and we know this is disappointing. Further investigation has identified an additional underground leak in the Leisure Pool's pipework, which means the pool needs to remain closed for longer while specialist testing and repairs are carried out.

### **Q: Why does the pool have to be completely closed to fix the issue?**

A: The leak is underground and can't be seen or accessed while the pool is full. Because the pipe network is complex, cameras can't reach the full system. To accurately locate and fix the leak, the pool needs to be drained so specialist leak detection testing can take place. This gives us the best chance of resolving the issue properly, preventing it from getting worse, and supporting the long-term operation of the pool.

### **Q: How long has this issue been happening?**

A: Unusual water loss was identified through consistent monitoring. A range of possible causes were investigated before confirming the issue was within the Leisure Pool's underground pipework.

### **Q: When will the Leisure Pool reopen?**

A: At this stage, we're unable to provide a confirmed reopening date. Once testing is complete and the repair scope is confirmed, we'll be able to provide clearer timeframe. Updates will be shared as soon as confirmed information is available.

### **Q: Are other pools affected by this closure?**

A: No. The issue is specific to the Leisure Pool. The Indoor 25m Pool and Outdoor 50m Pool remain open and operational.

### **Q: Is Swim School still running?**

A: Yes. Swim School lessons are continuing as scheduled. Lessons are temporarily being delivered in the Indoor 25m Pool, with platforms used where needed so students can comfortably stand. This also provides an opportunity for students to begin developing their deep water skills and confidence, under the close supervision and guidance of our qualified instructors.

### **Q: Are Aqua Fitness classes affected?**

A: No. Aqua Fitness classes are continuing as scheduled.



## ***April 2026 Leisure Pool and Pirate Playground Closure - Member FAQs***

**Q: Can I still use ramps to access the pools?**

A: Yes. Ramp access is available at both the Indoor 25m Pool and the Outdoor 50m Pool. Our staff are available to assist if needed.

**Q: Can I still do walking or exercise in the Indoor 25m Pool?**

A: Yes. The Indoor 25m Pool has a gradient depth from approximately 1.1m to 1.4m and remains available for walking and exercise.

**Q: Will the Indoor 25m Pool water temperature change?**

A: Yes. The temperature of the Indoor 25m Pool has been increased to improve comfort for users during this period.

**Q: Are the change rooms still open?**

A: Yes. All change rooms remain open and accessible.

**Q: Will members receive a refund or compensation during the closure?**

A: Financial compensation is not being offered during this period, as other pools and facilities remain available for use. Members can choose to suspend their membership while the Leisure Pool is closed.

**Q: Where can I find the latest updates?**

A: Updates will be shared via email, the MARC website and social media as soon as new information is confirmed.

