



AquaZone Tours & Groups FAQs

How do I pay for the booking?

Once the booking is reserved, you will receive an email from sales@Sportirelandcampus.ie with an invoice attached. The initial €100.00 deposit is required immediately once invoice is received and can be paid by credit/ debit card (in person or over the phone), cheque or bank transfer. Full details will be provided on the invoice. Booking is confirmed once deposit is paid.

You must confirm your final number 5 working days in advance and this number cannot change.

The remaining balance is then due 5 working days ahead of your booking date to confirm your booking.

Does Sport Ireland Campus accept cash payments?

No, we are a cashless facility and so cash payments are not accepted. We can accept debit/ credit card, bank transfer or cheque payments only.

Where do we come in when we arrive?

There is a bus/ coach drop off point located at the front of the National Aquatic Centre. Participants are then to walk over the outdoor stairs, to the new Aquazone entrance point at the back of the building. A staff member will meet the group outside to confirm numbers, give wristbands and to give a safety talk prior to entering. Your group will then be guided into the Villages changing facilities.

What do I need to bring with me?

You'll need swim togs, a swim hat & a towel. Goggles & flotation devices if required. Lockers require a €1.00 coin and hairdryers require a €0.50 coin. *Please note, swim hats are compulsory to be worn in all water areas. Inflatables, balls, snorkel gear etc. are not permitted.*

How long will we have in the Aquazone?

Aquazone booking slots are 2 hours long from the specific start time chosen. The changing room time at the start and end of the session is not included in this 2-hour slot (You'll get 15 minutes before and 15 minutes after for changing time).

If you're having Aquazone and food, you will get up to 45 mins additional time at the end of your 2-hour slot for food, food will be served 15 mins after you exit the pool.

We need to change our group booking size, can we add/ remove numbers from the total attending? Is there an additional charge?

Changes can be made to the number of participants attending if 5 or more working days' notice ahead of the booking date is given. Any changes made with less than 5 working days' notice, may result in additional charges or entry refusal (if overcapacity). If you have less participants attending than initially quoted, without giving efficient notice, full payment will still be required, and the booking is non-refundable.

What food is provided?

If you have selected the Aquazone & food package at €16 per person, all participants will receive a meal box which contains sausages, chicken nuggets and chips, with a cordial drink.

If you have any specific food requirements or allergies, please contact sales@Sportirelandcampus.ie to discuss further.

We need to cancel / change the date of our booking, is there an additional charge?

If 5 or more working days' notice is given, we can transfer the booking to an alternative date, pending availability, with no additional charge. Booking dates cannot be amended with less than 5 working days' notice.

If cancelling, please also give 5 or more working days' notice, if cancelled with less notice or a no show on the day, full payment will still be required and is non-refundable.

Deposits are also non-refundable even if booking is cancelled with advanced notice.