



Where the (bathing-) fun ends

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By using the FLL rules, no one is out of responsibility for their own actions. Everyone acts at his own risk. We discuss solutions on how to minimize these dangers by means of communication tailored to the customer (user). Why must and should the customer as a user of swimming ponds and natural pools of the most diverse types and the 5 pond categories know already before the start of construction as well as about the care measures and their maintenance costs? Why are meaningful preliminary remarks based on the guidelines already so important in the offer and in the order confirmation? To what extent does a well-worded site description with well-founded text modules contribute to better customer satisfaction? Why is the Customer Advisory Checklist in Appendix 3 of the FLL Rules so urgently needed?