

## Wi-Fi - Frequently Asked Questions

### What is Wi-Fi?

Simply it's an internet connection without wires. You can do everything that you'd do plugged in at home, or in the office. Facebook, Twitter, email, games, music etc. Wi-Fi gives you internet access at broadband speeds.

### Is Wi-Fi the same as wireless broadband?

Yes, they are the same thing.

### Is the Laver Leisure Wi-Fi 'unlimited' and what will the speed be like?

As you can imagine, the speed of the Wi-Fi is partly down to how many people are using the service at one time. The more people using Wi-Fi, potentially the slower your connection.

**So, whilst we can't guarantee anything, we do hope to offer a speed of up to 5MB, which is normally enough for 'standard' use, including browsing the internet, email, Facebook etc.**

### Can I download or stream films and music?

You can download or stream films and music, but the speed of this service will vary depending on the number of people using the system at any one time. You may find that at certain times of the day or busy periods, such as a Bank Holiday, the Wi-Fi speed is affected.

### Why should I use Wi-Fi instead of my existing 3G or 4G data plan?

If you use Wi-Fi this ensures that you do not use any data allowance from your existing mobile plan and helps you to avoid the possibility of additional charges. Wi-Fi provides a fast and reliable facility that means your favourite apps and websites can display content more quickly.

### How do I purchase Wi-Fi?

Once connected to the Laver Leisure Wi-Fi network, Wi-Fi access can be paid for through the sign-up process using PayPal.

If you are an existing Laver Leisure customer then you can also make payment at our Sealands Office. Just ask one of the Team for any help you need regarding the purchase of Wi-Fi.

### How do I connect to Wi-Fi?

You can connect to our Wi-Fi in the same way that you would do at home. In the Settings application on your laptop, tablet or smartphone, search for Wi-Fi network and then connect to Laver Wi-Fi. Follow the on-screen instructions and enter your password / code and you are then good to go!

### Laver Leisure Wi-Fi has a 'Fair Use' Policy in place. What does this mean?

A small number of customers may wish to transfer a large amount of data throughout the day. This type of activity often uses a lot of bandwidth (the amount of data that can be transmitted at any one time) and can significantly reduce the speed at which other customers can access the internet during peak times. We don't believe this is fair to the

majority of our customers. So, we may limit the usage by individuals to ensure that overall our customers experience the best possible on-demand, quick and reliable Wi-Fi service.

### Are there any websites that are blocked?

As a family friendly organisation and a Company that takes an ethical approach to all its activities, we want to create the right environment for our customers and guests. We will therefore use filtering systems to block access to any websites that are generally considered to be inappropriate, and prevent the download of content that is classed as illegal.

### Who do I contact if there is a problem with the Wi-Fi service?

Our equipment and services are fully supported so if you have a problem such as connecting, or a weak signal, then please call our Support Helpline on 01792 277 230. This Helpline is open 7 days a week.