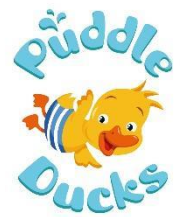


# Swimming at The Mall from September 2020



We are so excited to welcome you back to the pool. As with many things in life, there are some new procedures that you need to be aware of at your chosen venue. You will find everything you need to know about The Mall below – please read it very carefully.

If you would also like to read about what, as your chosen swim school, Puddle Ducks is doing to keep you, your child and our team members safe, we have summarised all the steps we are taking including our risk assessment procedure, cleaning and hygiene regimes and temporary changes to the way our lessons will be run [here](#).

## Parking at the venue

Metered street parking is available on surrounding roads.

## Face coverings

Face coverings are not compulsory, however we do recommend you use a mask whilst on your way to and in the changing areas, please bring them with you and be prepared to wear them if directed to by a member of staff.

## Arrival time

Please do not arrive any earlier than 10 minutes before your lesson starts. This should give you enough time to get poolside and prevent lots of people from waiting around in enclosed spaces.

## Entering the school

When entering the school please use the Prep School entrance, 185 Hampton Road. The School gate will be closed, use the buzzer to be let in and follow the Puddle Ducks signage to the pool building. If you have a buggy or pram with you you will need to leave them under the covered bike shelter, at the entrance within the locked school grounds. Please note we cannot take responsibility for your buggy or belongings.


## Signing in/Letting us know you are here

Your teacher will mark you off on the register when you arrive. All lessons will have a Poolside Assistant, they will be wearing PPE to protect both customers and themselves.

## Entering the pool area

Please use the hand sanitizer in the pool lobby area.

Changing rooms will be open after your swimming lesson, **but not before your lesson**. The 'dry' changing area is poolside so we ask that you arrive **swim ready** as detailed below. This enables us to keep within social distance guidelines, keep groups separate, and clean between classes.



Please wait on the social distance markers in the lobby area, our Poolside Assistant will collect customers from the lobby 5 minutes before their lesson, and show you to the dry changing area at the side of the pool.

Once Poolside please keep socially distant from other customers and pool users wherever possible, until the teacher indicates it is time for you to enter the pool.

Should you or your child need to use the toilet please speak to the poolside assistant who will check the changing rooms are clear before you access them.

## Arriving swim-ready

Wherever possible, you and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This is because in most venues, the changing rooms will not be available for the time being.

We appreciate that those children still in nappies might need a nappy change just before their lessons. Ideally this can be done in the car before entering the building but if not, please take a change mat to the poolside with you and make sure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible at poolside.

You will be asked to change poolside as changing rooms are likely to be out of bounds so please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside.

We advise that you all bring a change mat that can be rolled up and placed in your bag, especially those of you who have little ones who would normally use a change table or a bench.

## Spectators

We are not allowing poolside spectators to help maintain social distancing in our venues. We will continue to assess this, and our pool spaces and you will be advised if this changes. We appreciate how nice it is for family and indeed friends come to see your children swim but hope you appreciate the need to limit pool access to those who are swimming only.

If you require assistance due to a disability (either your own disability or your child's), then you are able to bring a spectator to help as necessary.

By not allowing spectators, we are able to practice social distancing more effectively.

## Changing rooms

Changing rooms will be open for post lesson changing only, our poolside assistant will manage this when your lesson ends. All changing rooms contain toilet facilities.

We advise that you bring easy, comfortable clothing for both you and your child – items like onesies might be easiest for children to get changed quickly and keep them warm.

When you are ready to leave the building, please wash your hands or use the hand sanitiser provided and exit through the lobby door and follow the route to the school gate.

**Thank you for your help and cooperation and we look forward to swimming with you!**