

Swimming at The Hilton Hotel 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 the venue. This document summarises all of those changes.

Arrival time

Please do not arrive **any earlier than 10 minutes** before your lesson starts. This should give you enough time to get changed and prevents lots of people from waiting around in spaces which may be too small to handle it in the current situation.

Arriving swim-ready

Wherever possible, you and your child should arrive as swim-ready as possible at the venue i.e. with your swimming costume/trunks on underneath your clothes. This is because the changing rooms will only be accessible for a **maximum of 10 minutes** before class time to ensure maximum occupancy in the changing rooms is not exceeded.

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 will be operating a 'no spectators' policy for the time being at this venue and would ask that only 1 adult per child accompanies your child to their lesson.

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.

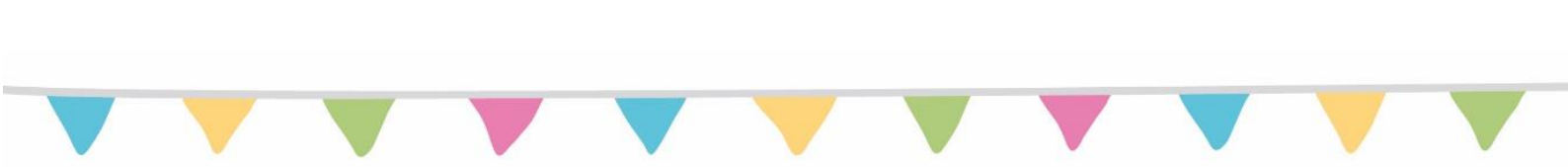
By not allowing additional spectators, we are able to practice social distancing more effectively.

Parking at the venue

There are no changes to the parking at this venue. There is no free parking on site but Puddle Ducks customers are entitled to reduced car parking rates at nearby Trinity Square (simply validate car park ticket in machine at hotel reception as leaving). The hotel is also easily accessible by Bus or Tram as is situated at the heart of Nottingham city centre.

Entering the building

Please enter the building via hotel reception and sanitise hands on entry. You will need to wear a face covering when attending your class in the Reception and Changing room areas within the hotel. It can be removed before you go into the pool once changed as face covering are not required when swimming.



Test and Trace is also now in place so you will be asked to scan the QR code if you have downloaded the new Test and Trace App on your smartphone or there will be a contact sheet to complete.

Proceed to the Leisure club either by using the lift or staircase as normal, leaving any pushchairs in Reception. Please do not go down to the club to change until maximum of 10 minutes before your class start time. Please sanitise hands before entering changing room.

Entering the Changing rooms and Toilets

Ladies and Gents Changing rooms are available at this venue

Swimmers will have access to the changing rooms a **maximum of 10 minutes** before their class time start time

The showers are not in use within the changing rooms. Lockers will be in use, **but you will need to bring your own padlock if wish to use**. The changing rooms are cleaned every hour by the leisure club staff but Antibacterial wipes will also be available in the changing rooms for you to use on your locker/bench pre and post changing as required.

Toilets are available at this venue within the changing rooms

Entering the pool area

Once changed please proceed to poolside, sanitising hands on entry to pool hall, keeping socially distant from other customers and pool users wherever possible. Please do not enter the pool until the teacher indicates it is time for you to do so.

Exiting the pool area after your lesson

Showers are not available at this venue during our hire time. Changing rooms are available to you for a **maximum of 15 minutes** after your class has finished in order that it is empty before the next class arrives so please vacate the changing rooms as quickly as possible. 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.

Leaving the building

When you are ready to leave the leisure club please use the hand sanitiser provided and make your way out via Reception to your car/mode of transport.