

# Swimming at the Mercure Cardiff Holland House from October 2020



We are so excited to welcome you back to the pool! As with many things in life, there are some new procedures in place to maintain social distancing and keep everybody safe. You will find everything you need to know about the Mercure Cardiff Holland House below – please read it very carefully.

If you would also like to read about what 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](#).

## Arrival time

Please do not arrive on site any earlier than 10 minutes before your lesson starts. This helps us to reduce congestion and maintain social distancing.

## Arriving swim-ready

Sign in at reception (sanitise hands on the way in), remove your shoes in the changing room (we'd recommend flip flops or other easy on/off footwear) and come straight through to poolside to change. Shoes can be left under the bench in the changing rooms, or carried with you poolside.

For Swim Academy classes your child should arrive swim-ready at the venue i.e. with their swimming costume/trunks on underneath their clothes. This is because the changing rooms will not be available for the time being (they're just too small to allow for social distancing whilst allowing access for hotel guests and members). We'll be asking you to change poolside afterwards too (and have some tips below regarding this).

For Baby and Preschool classes (where parents are in the water too), please can you arrive swim ready as well.

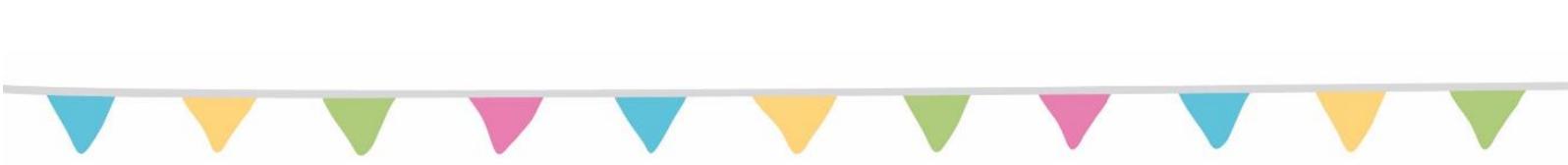
If you have a car seat you can bring it poolside, prams can be left as usual in the corridor outside the changing rooms (space is limited here – if you can manage without a pram please do).

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 poolside with you and make sure you have nappy bags too.

There will be changing spots marked at 2m intervals poolside. There you can get ready for the lesson and leave your belongings in a waterproof bag. Please bring only the essentials (keeping valuables to a minimum).

Please wait poolside, keeping socially distant from other customers and pool users wherever possible, until the teacher indicates it is time for you to enter the pool.

There will be a Puddle Ducks Poolside Assistant on hand if you need anything.



## Equipment

UK Swimming School guidance encourages swimmers to use their own equipment during lessons where possible. The equipment we'll be using will be as follows\*:

- Floaties & Splashers: A long woggle and a floating toy
- Kickers, Little Dippers and Dippers: Two woggles (one to be kept long and one to be cut in half), sinking toy and a floating toy
- Swim Academy: Two woggles (one to be kept long and one to be cut in half) and a dive toy

\*Limited Puddle Ducks equipment will be available if you forget or choose not to bring your own items. Puddle Ducks have linked up with SplashAbout for 'Kit Bundle' offers [here](#).

## Spectators

We can allow one adult to each child swimming at the pool. To reduce overall number of people within the venue, additional adult spectators will not be able to attend classes for the time being. We're really sorry about this; but it's the only way we can maintain adequate social distancing.

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.

## Parking at the venue

There is limited complimentary parking in the hotel car park (beneath the building), available strictly on a 'first come, first served' basis. Accessed via Howard Place, if the sign at the entrance says the car park is full then please don't attempt to enter! If there are spaces, take a ticket to lift the barrier and exchange this at the Spa reception for a card to exit the car park when you finish.

Parking is as usual - on street parking is plentiful and free until 10am so if you're in an earlier class we'd recommend you park on the road. If you're unlikely to return to your car before 10am please obtain a valid ticket (£2.10).

Please follow the social distancing markers in the hotel when using the lift or stairs.

## Signing in/Letting us know you are here

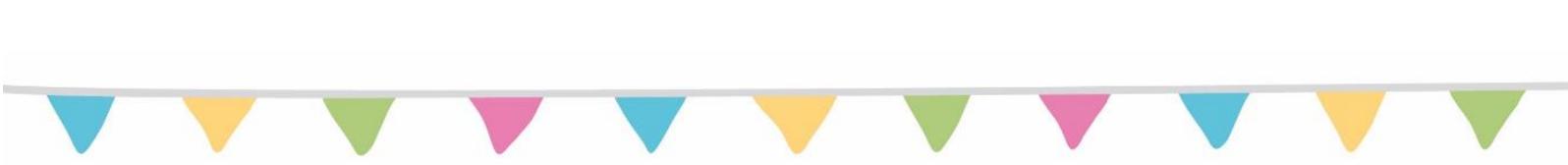
All lessons will have a Poolside Assistant (wearing a face shield) present ticking off registers.

## Toilets

The toilets in the changing rooms will be available as normal.

## Changing rooms

We're sorry to say the changing rooms won't be available for the time being. They're just too small to allow social distancing whilst also allowing access for hotel guests and members.



## After your lesson

As we can't use the changing rooms we're asking you to change poolside on your spot after your class. We know this isn't ideal but for the time being there just isn't any other option (sorry). Some tips that might help with changing before and after the lesson:

- 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.
- Wear shoes you can slip on and off quickly and easily (crocs/flip flops are great).
- Consider a changing robe like [this one](#) for modesty.
- Imagine you were going to the beach – what would you dress your child in to come home from there?

We will be asking you to try and leave the building within 10 minutes of your class finishing to ensure we have time to clean prior to the next class arriving.

## And finally...

We just want to say thank you again for being so patient and understanding with these changes. We absolutely can't wait to see you!!