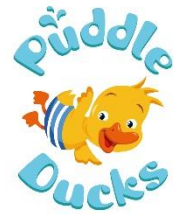


Swimming at Shilton from September 2020



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 Shilton 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](#).

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 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 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.

In most cases, 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 (in some cases, customers will be allocated a box/bucket in which to put your bag).

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.

PLEASE ENSURE THAT YOU WEAR A MASK AT ALL TIMES WHEN NOT IN THE POOL.

Spectators

There are no spectators or siblings allowed poolside for the lessons.

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

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



Parking at the venue

Parking is as normal – please refer to the map on our website on where it is appropriate to park in the village. Please ensure that you adhere to social distancing where possible when parking and getting out of the car.

Entering the building

Entering the pool hall is via the main entrance to the pool. You must wait outside the pool building until you are told to enter by the poolside assistant. There is a gap between lessons to leave time for one class to get out and change quickly before the next class arrives.

Signing in/Letting us know you are here

A Poolside Assistant will be present ticking off registers, she will be by the entrance door and will be wearing a facemask/face shield to protect both you and her.

Toilets

These will be accessible as usual throughout the lessons.

Changing rooms

BEFORE YOUR LESSON:

You will be allocated somewhere to change – you must get undressed quickly (swimming costume under the clothes) and get in the pool. We advise bringing a changing mat for little one as we are no longer able to provide these on poolside for you.

AFTER YOUR LESSON:

You will return to your “changing station” and get changed as quickly as possible before exiting the building the way you came in. We are asking that you spend as little time as possible getting changed.

Entering the pool area

Please sanitise your hands before entering the pool area. The Poolside Assistant will have hand sanitiser available for you to use. You will then put your bag in an allocated changing space and change as detailed above.

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.

Exiting the pool area after your lesson

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. Changing should be as quick as possible.



Leaving the building

When you are ready to leave the building, please use the hand sanitiser provided and make your way to your car/mode of transport.

The exit door is the same as the entrance door at this venue.