

Swimming at theclubandspa at Cadbury House Hotel from September 2020



We are so excited to welcome you back to Puddle Ducks! As with many things in life now, 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 theclubandspa below. Please read it very carefully, and contact us on 0117 971 7165 if you have any questions.

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 arrive at theclubandspa pool around 10 minutes before your lesson starts. If you arrive late, you may not be allowed to enter.

Customers are not permitted to access any area of theclubandspa grounds/buildings except the car park, pool hall and toilets.

Arriving swim-ready

Changing rooms will **not** be available at theclubandspa for the time being. Please be prepared to change on poolside and note that changing areas are unisex. 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.

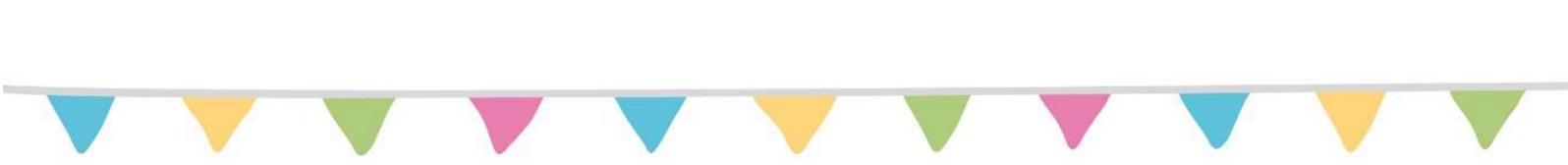
You will be asked to change poolside, so please bring only the essentials (keeping valuables to a minimum) and **one waterproof bag** to put everything in, which will be left poolside. If you have a baby, please bring a changing mat for them that can be rolled up and placed in your bag, especially those of you who would normally use a changing table or a bench.

We appreciate that some children 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 ensure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible at poolside.

Spectators

No poolside spectators are permitted, with the exception of older siblings who are allowed to wait poolside if their parent is in the water.

For baby and pre-school lessons, and for Swim Academy **Levels 1 and 2**, it is **compulsory for parents to be in the water with their children**, as government guidelines mean our teachers are currently unable to enter the pool.



For Swim Academy children at Level 3 and above, parents must leave the pool hall while their child's lesson takes place, but are welcome to wait under the covered area where you can view classes through the poolside windows, or wait in your car.

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

Parking is available outside the venue as normal. Customers are required to follow social distancing in the car park.

Entering the building and signing in

Anyone aged 11 or over **must wear a face covering to enter and exit** the building, before and after classes and while changing, unless they are exempt.

You will enter the pool hall via the Fire Exit at the corner of the pool, which is the new entry/exit point for Puddle Ducks customers. As you walk up the slope from the car park, turn right before Reception where you'll see the Fire Exit door. Our Poolside Assistant will be there to meet you

You will be asked to wait outside in a socially-distanced queue along the wall until it's time to enter. A QR code for the NHS Test and Trace app will be displayed on the door of the venue.

The Poolside Assistant will open the door for customers 5-10 minutes before your class and offer theclubandspa's hand sanitiser for your use. The Poolside Assistant will be wearing a face mask to keep everyone safe. Meanwhile, your teacher will sign you into the register.

Please wait until the Poolside Assistant calls you inside, to give time for the family in front of you to reach their changing area.

You will be told on which side of the pool to get changed, and you should make your way to a marker on that side of the pool, which will be spaced 2 metres apart.

Customers must remove their footwear on entry to the pool hall, and take it with them to their changing area. Please consider wearing flip flops or other slip-on shoes to make this easier.

The external door will be locked once customers have entered, so **please ensure you are on time** to avoid being turned away.

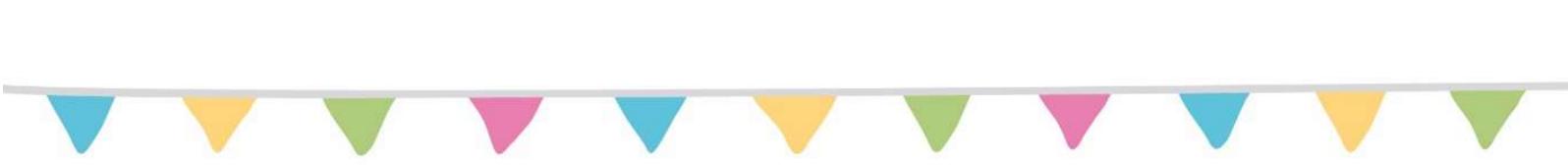
Once you are ready for your lesson, please wait poolside, keeping socially distant from other customers and pool users, until the teacher indicates it is time for you to enter the pool.

Toilets

Please try to use the toilet at home before you arrive if possible. Access to theclubandspa toilets will be available if required, and access will be controlled by a member of theclubandspa staff.

Changing rooms

The changing rooms are not available for customer use at theclubandspa. We are using the poolside to ensure we all have space to change. This is because there is a limit of eight members allowed in the changing rooms. We will re-instate the use of changing rooms as soon as we are able.



Exiting the pool area after your lesson

You will need to change in the same spot that you got changed in on arrival (i.e., where you left your belongings). We advise that you bring easy, comfortable clothing for both you and your child. Toddlers, pre-schoolers and children should have a hooded towel or robe to wear. Parents or older children may wish to bring a large towel or poncho for modesty while changing. Changing time will be limited.

Leaving the building

When you are ready to leave the building, please do so via the same door you entered from. Please wear a face mask and use the hand sanitiser provided, before making your way to your car.

Thank you for your support in keeping everyone safe. We hope you enjoy your lessons.