

Swimming at Our Pool from September 2020



We are so excited to welcome you back to the pool. 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 Our Pool 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 do not arrive any earlier than 10 minutes before your lesson starts. **If you arrive late, you may not be permitted to enter.**

Arriving swim-ready

Wherever possible, you and your child should **arrive swim-ready** at Our Pool i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This is to minimise the time everyone spends in an enclosed indoor space, i.e., the changing areas.

For swift entry to lessons, 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 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, before returning to collect them at the end of the class.

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 / signing in

You will be asked to wait outside the normal entrance (the lobby) in a socially-distanced queue. 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. 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 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.

Customers must remove their footwear when they arrive in the lobby. Please leave them neatly around the lobby and away from each other. 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.

Changing procedure

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.

Before the lesson

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.

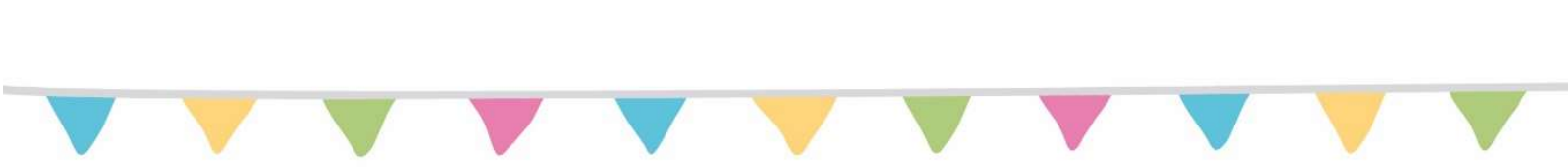
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Once you are ready for your lesson, please wait poolside, keeping socially distant from other customers, until the teacher indicates it is time for you to enter the pool.

After the lesson

You will exit the pool and collect your bag and move to the changing rooms. If you undressed on the viewing platform side of the pool, you must wait for the next class to be clear from poolside before you walk around the pool to access the changing rooms

The last class of the session will have access to one changing room only so half of the class will continue to change poolside.



A maximum of four families can be in one changing room, which is unisex. There are three cubicles and one open area in each changing room. Please note that changing rooms doors will be wedged open for air circulation and a quick change will be encouraged. No showers will be operational.

We advise that you bring easy, comfortable clothing for both you and your child – items like hooded towels might be easiest for children to get changed into quickly and keep them warm. Parents or older children may wish to bring a large towel or poncho for modesty while changing.

We must ask that you spend no longer than 10 minutes changing

Toilets

The toilet will be available for one customer (and their child if necessary) at a time.

Leaving the building

When you are ready to leave the building, please wash your hands or use the hand sanitiser provided and make your way to your car/mode of transport directly from the changing rooms.

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