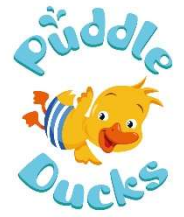


Swimming at Penny Porter pool from September 2020



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 Penny Porter 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.

Arriving swim-ready

Changing rooms will not be available at Penny Porter pool before your swim for the time being. Therefore, 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 have little ones 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 before entering the building (perhaps in the car) 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, 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.

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.



Entering the building / signing in

You will be asked to wait outside the normal entrance 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 in the reception area and leave it there. Please consider wearing flip flops or other slip-on shoes to make this easier.

On entering the pool hall, 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 to ensure social distancing.

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.

Exiting the pool area after your lesson

You will exit the pool and collect your bag. We will tell you which changing rooms to use, and you should make your way there directly to change. The changing areas may be unisex. Please note that changing rooms doors will be wedged open for air circulation and time will be limited for changing. No showers will be operational.

We advise that you bring easy, comfortable clothing for both you and your child. Toddlers and pre-schoolers 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.

Toilets

Please try to use a toilet before arriving at your lesson. There will be one toilet available for one customer at a time if required.

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 out of the building, as directed by the Poolside Assistant.