

Swimming at Redhill House Hotel 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 Redhill House Hotel 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 able to join your lesson.**

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. You may be asked to change poolside and changing areas may be unisex.

Please bring only the essentials (keeping valuables to a minimum) and **one waterproof bag** to put everything in. 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 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, 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 main entrance to the pool building 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, 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.

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.

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, you will be asked to move your bag to a dry area whilst you swim. 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

Toilets are available, but please try to use the toilet before you arrive if possible.

Changing rooms

The majority of changing will be poolside without a screen, so please bring a poncho or robe for modesty post swim, and a hooded towel for toddlers/pre-schoolers to keep everyone warm and comfortable. Changing time will be limited.

Exiting the pool area after your lesson

You will collect your bag and the Poolside Assistant will direct you to a place to dry off / change your baby.

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.

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