

Swimming at Winterbourne International Academy 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 Winterbourne International Academy below. Please read it very carefully, and contact us on 0117 9717165 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. The Poolside Assistant will open the door to let you in. **It is very important that you arrive on time.** If you are late there is a good chance that you won't be allowed in for your lesson. We have reduced class sizes but as there are multiple classes running, so we need customers to arrive on time to ensure social distancing measures are maintained.

Arriving swim-ready

Changing rooms will **not** be available at Winterbourne International Academy 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. Changing areas will be unisex.

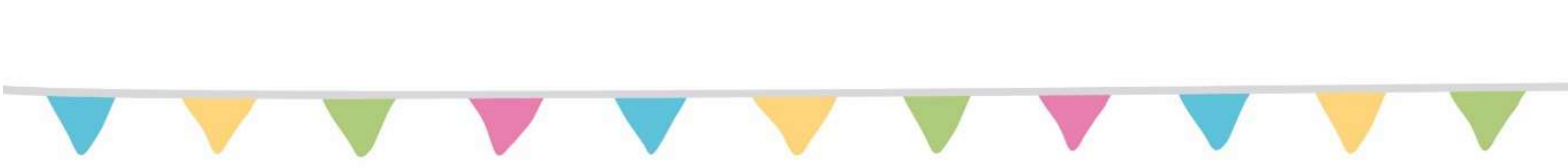
You will be asked to change poolside, so please bring only the essentials (keeping valuables to a minimum) and **one waterproof bag** to put everything in, which will be left poolside. If you have a baby, please bring a changing mat for them that can be rolled up and placed in your bag, especially those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

You will enter the pool hall through the normal entrance at the front of the building, however, you will be asked to wait outside in a socially-distanced queue along the wall there. 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 around 10 minutes before your class and direct you to use the hand sanitiser provided. 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. Please keep to the left when in the corridor.

Customers must remove their footwear before entering 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 Poolside Assistant will explain where your changing area is, within the pool hall, and tell you whether to change next to a yellow or orange marker, to ensure social distancing. You should make your way to a marker of that colour on the correct side of the pool, as follows:

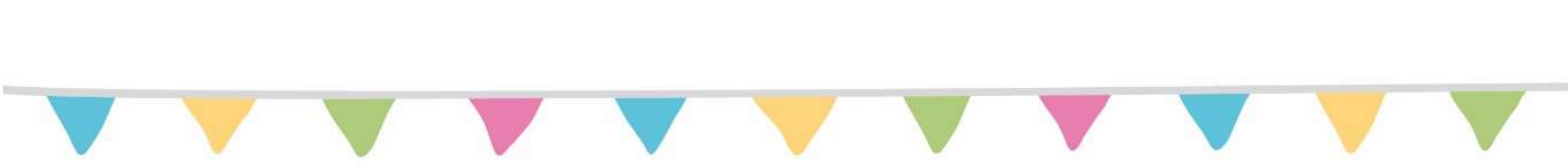
- Baby and pre-school customers will turn right and change their children in front of the benches on poolside
- Swim Academy Levels 1 and 2 will turn left and change in front of the benches on poolside
- Swim Academy Levels 3 – 6 will turn right and change along the wall at the deep end of the pool

The external door will be locked once customers have entered, so **please ensure you arrive at least 5 minutes before your class** 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

Access to the toilet within the female changing room only is allowed for both male and female customers. One customer may enter the toilet at a time (with their child if necessary). The Poolside Assistant will help monitor this.



Changing rooms

No changing rooms or showers are available at Winterbourne International Academy.

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, keeping left in the corridor. Please wear a face mask and use the hand sanitiser provided, before making your way to your car/ mode of transport.

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