

Swimming at Woolley Grange 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 Woolley Grange Hotel 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 arrive 10 minutes before your lesson starts. **If you arrive late, you will not be permitted to enter.**

Arriving swim-ready

Changing rooms will **not** be available at Woolley Grange Hotel 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. The changing area is 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 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 enter the pool hall via the Walled Garden, waiting outside the building in a socially-distanced queue until you are welcomed inside. 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. They 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, customers must remove their footwear 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 to get changed to ensure social distancing, and you should make your way to a marked area as directed.

The external door will be closed to Puddle Ducks customers once families 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 a toilet before arriving at the venue. Toilets will be available for use by one customer at a time.

Changing rooms

There are no changing rooms available at Woolley Grange Hotel.

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 – items like hooded towels might be easiest for children to get changed into quickly and keep them warm. Parents may wish to bring a large towel or poncho for modesty while changing.

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 via the fire exit into the Walled Garden, as directed by the Poolside Assistant.

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

