

Swimming at DW Fitness (Wigan) from September 2020



We are so excited to welcome you back to the pool. As with many things in life, 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 DW Fitness (Wigan) below – please read it very carefully.

If you would also like to read about what, as your chosen swim school, 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. This should give you enough time to get poolside and prevents lots of people from waiting around in spaces which may be too small to handle it in the current situation.

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. The changing rooms are available but it will help to cut down on the amount of people using them.

We appreciate that those children still in nappies 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 take a change mat to the poolside with you and make sure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible at poolside.

In most cases, you will be asked to change poolside as changing rooms are likely to be out of bounds so please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside (in some cases, customers will be allocated a box/bucket in which to put your bag).

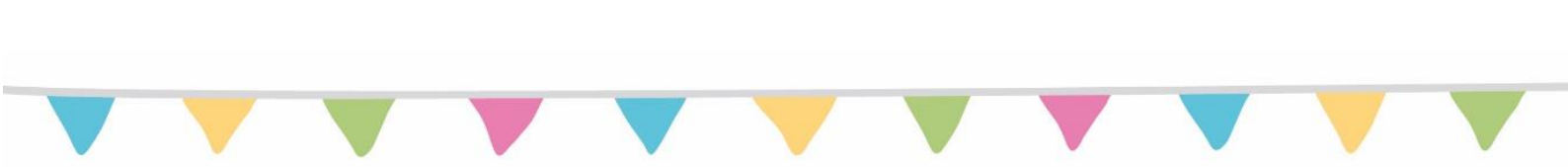
We advise that you all bring a change mat that can be rolled up and placed in your bag, especially those of you who have little ones who would normally use a change table or a bench.

Face Coverings

We fall into the category of 'indoor places where social distancing may be difficult and where you will come into contact with people you do not normally meet.' Therefore, it is a requirement for all of our customers to wear a face covering except when they are in the pool.

Spectators

Spectators are not permitted at any of the DW venues.



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.

By not allowing spectators, we are able to practice social distancing more effectively.

Parking at the venue

Please adhere to social distancing where possible in the car park.

Entering the building

When you enter the building a member of staff will take your temperature.

Signing in/Letting us know you are here

Please let the DW staff member have your child's name to mark them on the register.

Toilets

Toilets are in operation

Changing rooms

Changing rooms are in operation. Please keep a safe distance from other customers. It may be necessary to wait for a space to become available.

Entering the pool area

Please wash your hands before entering the pool area.

Make your way to the poolside and use the markers on poolside to keep your distance whilst waiting to be called into the pool for your lesson.

Exiting the pool area after your lesson

Please make your way to the changing rooms when instructed to do so. We advise that you bring easy, comfortable clothing for both you and your child – items like onesies might be easiest for children to get changed quickly and keep them warm.

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.