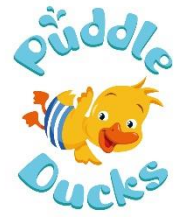


# Swimming at Foxfields Country Hotel from September 2020



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 the Foxfields Country Hotel 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 enter the pool building 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

You and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This is due to reduced availability of the changing rooms for the time being.

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.

You will be asked to change poolside as changing rooms are limited to those leaving the pool so please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside.


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.

## 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 allowed at this venue for the time being



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. Please arrange in advance with the office.

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

Please use the sanitiser at hotel reception. Please check the pool building code at the main hotel reception. Remove your shoes and those of your children before entering the pool building. Shoes should be packed in your bag and not left in the usual place.

## Signing in/Letting us know you are here

The poolside assistant will mark you off on the register. They will be wearing a facemask to protect both you and them.

## Toilets

One toilet in each changing room is in use

## Changing rooms

Changing rooms are restricted to 2 customers only. Other customers should wait in a socially distance manner outside the changing rooms. Showers are not in use. On existing the changing rooms customers should indicate they are leaving to next person waiting. This will also be managed by the poolside assistant. If customers prefer not to wait we can suggest bringing a robe to go home in whilst removing costumes etc before exiting the pool hall.

## Entering the pool area

Please wash your hands before entering the pool area. The Poolside Assistant will show you where you can do this.

Please follow directional signage at the pool — please ask the Poolside Assistant if you are unsure of the way.

You will be guided to your place to wait on the poolside by the poolside assistant. The teacher will indicate when it is time for you to enter the pool.

## Exiting the pool area after your lesson

The poolside assistant will be on hand to show you where you can get changed. The changing rooms will allow for 2 parent and child pairs at once. 1 pair may also use the poolside disabled changing room. Parents waiting to use the changing rooms should do so whilst socially distanced. 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.