

Swimming at Queens Park Community Hub from April 2021



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 Queens park 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. The pool room is accessible around the outside of the main building, please wait outside the pool hall to be let in.

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. This is because in most venues the changing rooms will not be available 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 out of bounds prior to classes so please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside on hooks in the area allocated by the Poolside Assistant.

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.

Spectators

NO SPECTATORS WILL BE PERMITTED. By not allowing spectators we are able to practice social distancing more effectively.

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 contact the office to pre arrange this.

Parking at the Venue

Parking areas remain the same, please adhere to social distancing where possible in the car park.'



Entering the Building

Entry will be around the outside of the main building, please ensure you socially distance from anyone you might pass. Please sanitise your hands on your way in.

Signing in/Letting us know you are here

The Poolside Assistant will be on hand and will mark you as attending on the register the Poolside Assistant will be wearing a facemask to protect both the customer and themselves.

Toilets

There is one toilet available in the pool hall, if you need to access the toilet please notify the Poolside Assistant who will check availability. Cleaning products will be provided for you to wipe down the toilet before and after use for your safety.

Changing Rooms

Changing rooms will not be available prior to classes. If you wish to dry and change before departing after your class, the changing rooms will be open. The Poolside Assistant will allocate you a changing area to ensure social distancing. If you prefer to shower and change at home please replace your outer clothing poolside and leave by the main door.

Entering the Pool Area

Please wash your hands before entering the pool area, sanitiser will be available in the main entrance to the hub, the door from the café area over to the pool building and on your way into the pool building.

Please follow directional signage at the pool - there is clear signage for their one-way system. Please ask the Poolside Assistant if you are unsure of the way.

Please wait poolside, keeping socially distant from other customers and pool users wherever possible, until the Teacher indicates 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. This may be poolside or you may be able to use the changing rooms depending on the venue. 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, leave the building via the main door, please use the hand sanitiser provided and make your way to the car park, via the back of the buildings following the white arrows of the one way system.