

Swimming at Spirit Health Club pool from April 2021



We are so excited to welcome our customers to Spirit Health Club. You will find everything you need to know about swimming here 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.

Please ensure you have provided your car registration plate to Puddle Ducks by email before your first lesson, so that we can pre-register your car and you are not charged for car parking.

Arriving swim-ready

Changing rooms will not be available at Spirit Health Club for the time being. Please be prepared to change on poolside and note that changing areas are unisex. 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.

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 have little ones who would normally use a changing table or a bench.

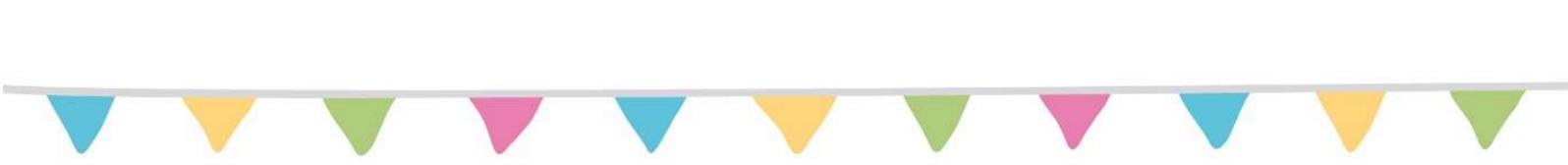
We appreciate that some children might need a nappy change just before their lessons. Ideally this can be done before entering the building (perhaps in the car) but if not, please ensure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible at poolside.

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

To access Spirit Health Club, use the main hotel entrance and turn immediately right. You will see the entrance to the Club straight ahead of you.

You will be asked to wait outside the entrance to the Club in a socially-distanced queue. 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. 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.

On entering the Club, customers must remove their footwear in the reception area and leave it there. Please consider wearing flip flops or other slip-on shoes to make this easier.

The Poolside Assistant will tell you on which side of the pool to get changed, and you should make your way to a marker on that side of the pool, which will be spaced to ensure social distancing.

The external door will be locked once customers 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 your lesson. You will be asked to pick up the bag containing all your belongings, and move it to a space on the opposite side of the pool to collect after your swim. Please remove your mask and leave it on top of your belongings before you enter the water.

Exiting the pool area after your lesson

Please go directly to your bag after your swim, put on your face covering immediately, and wear it until you exit the building. No showers will be operational. 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 to 10-15 minutes.

Toilets

Please try to use a toilet before arriving at your lesson. There will be a toilet available for one customer at a time if required.

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 the same way as you entered, collecting your shoes as you leave the fitness club.