

Swimming at Everlast Fitness Bristol Imperial from April 2021



We are so excited to welcome you to Everlast Fitness. You will find everything you need to know below. Please read this document 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 10-15 minutes before your lesson starts, and no earlier. **If you arrive late, you may not be permitted to enter the pool hall.**

Entering the building / signing in

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. Hand sanitiser will be available for your use inside the doorway.

When you arrive, Everlast Reception will take your name and phone number, and then ask you to wait in the café area in a socially-distanced way. Please wait there until the Poolside Assistant calls you into the changing rooms, to give time for the family in front of you to reach their changing area.

You will not be permitted to enter with your child once the Poolside Assistant has collected your class from the café area, so please ensure you are on time to avoid being turned away.

Arriving swim-ready

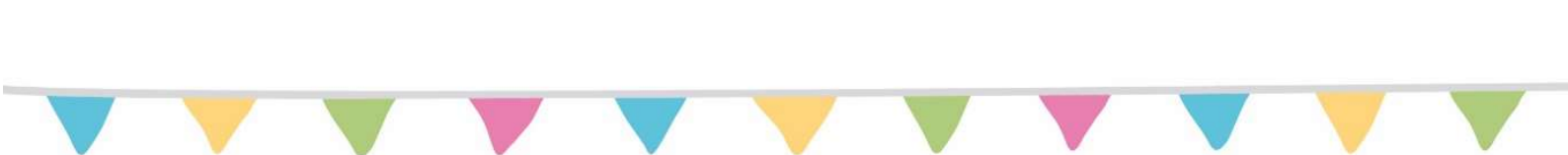
You and your child should **arrive swim-ready** at Everlast Fitness i.e., with your swimming costume/trunks/swim nappy on underneath your clothes.

Changing procedure

Before the lesson

Once in the changing rooms, please choose a socially-distanced space in which to undress, and put your belongings in a locker.

Ladies, you will need a £1 coin please for your locker (please don't forget as the club may not be able to give you change). Men, you will be given a locker key card by the Reception team.



For swift entry to lessons, please bring only the essentials with you to the venue (keeping valuables to a minimum). 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.

Once ready, please go through to poolside still wearing your mask and with your locker key. At poolside, you will be given a clean bowl to put your items in before you enter the water. Please wait poolside, keeping socially distant from other customers, until the teacher indicates it is time for you to enter the pool.

We appreciate that some children 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 ensure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible anywhere in the venue.

After the lesson

You will exit the pool, go to your bowl on poolside, put on your face mask, collect your key and move to the changing rooms. You must wear your face covering until you exit the building.

The changing rooms are subject to the following rules:

- Customers will be allowed to spend a maximum of 15 minutes in the changing rooms; **no showers may be taken.**
- Customers must strictly adhere to social distancing rules by changing in the designated areas, keeping their children close to them, and using hand sanitiser where provided.
- Puddle Ducks Poolside Assistants will monitor the use of changing rooms.

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 or older children may wish to bring a large towel or poncho for modesty while changing.

Spectators

To ensure social distancing, no spectators are permitted. This includes siblings.

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 notify us of this in advance of your first class.

For baby and pre-school lessons, and for Swim Academy Levels 1 and 2, **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.

For Swim Academy children at Level 3 and above, **parents must leave the pool hall** while their child's lesson takes place, before returning to collect them at the end of the class. You must not leave the Everlast Fitness building, in case of an emergency. Please wait in a socially-distanced way in the café area.

Parking at the venue

Parking is available across the retail park outside Everlast Fitness. Please be reminded that there is a three-hour maximum limit in the car park. Customers are required to follow social distancing in the car park.



Toilets

The toilets will be available for one customer (and their child if necessary) at a time.

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 from the changing rooms.

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