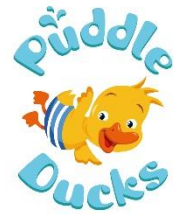


Swimming at the Quality Hotel from September 2020



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 Quality 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 on our website.

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. This is to minimise the time spent in the changing area.

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 changing area 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 in the changing area.

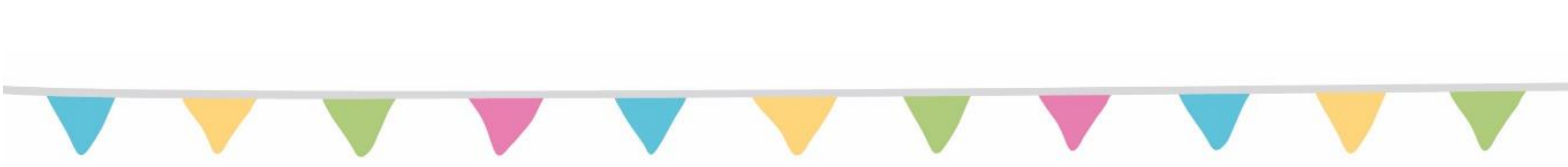
We advise that you all bring a change mat that can be rolled up and placed in your bag, especially those of you who have little ones who would normally use a change table or a bench.

Please bring only the essentials (keeping valuables to a minimum) and just one bag to put everything in as this will need to be left poolside.

Spectators

Due to the limited space poolside, and to enable us to practice social distancing more effectively, spectators are not allowed at this time. Only 1 adult should accompany their child to the pool.

Parents are expected to join their child in the water for our baby & preschool lessons and Swim Academy levels 1 & 2. For adults accompanying children in Swim Academy Level 3 and above, where you are not required to be in the pool, then you should accompany your child to the pool for the start of the lesson and then leave the pool hall to wait away from the leisure entrance reception during the lesson. There is seating available in the hotel reception. Please re-enter the pool area only a few minutes before the end of the lesson to collect your child from the pool end where they joined the class (please remove shoes before entering pool hall).



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.

Parking at the venue

Parking is in the main car park as usual, please remember to give your registration number to our poolside assistant or the gym team to access your free parking and avoid a parking penalty.

Entering the building

Enter the building through the main reception area and follow the corridor down to the leisure area.

Signing in/Letting us know you are here

Our poolside assistant will greet you in the corridor by the gym entrance. The poolside assistant will be wearing a mask to protect both themselves and you as customers. Our teacher will take the register as normal before the lessons.

Face masks

We encourage the use of face masks throughout all communal areas of the hotel and whilst in the changing area. Masks do not need to be worn during lessons.

Changing rooms

Update July 21 - Puddle Ducks customers are now permitted to use the gym changing rooms. Please aim to minimise your time in here and wear a mask as hotel guests and gym members also have use of the changing rooms. All belongings must be packed away into a single bag and brought with you to be stored poolside during your lesson on the back wall.

Toilets/showers

Toilets are available within the changing rooms. Puddle Ducks customers are not permitted to use the showers within the changing rooms at this time and must shower at home.

Entering the pool area

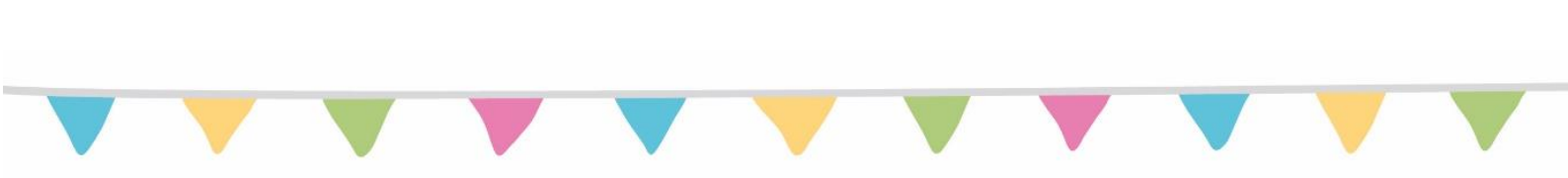
Please wash your hands before entering the pool area. In some cases, it might be using hand sanitiser instead of soap and water.

Entrance to the pool is available via the changing rooms. We will be asking each class to enter and exit using the same route and switching this route to alternate ends of the pool for each class so that those entering and exiting the pool do not mingle – 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

After the lessons, please proceed to the changing rooms using the route you entered from. Please aim to change as quickly as possible to allow time for our poolside assistant to clean the changing



rooms before the next set of customers arrive. 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. Slip on shoes are advisable at this 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 to your car/mode of transport via the hotel reception.