

Swimming with Puddle Ducks

Lincolnshire from September 2021



We just wanted to update you on what moving to Step 4 of the Government Roadmap means for your swimming lessons. We know things have been different regarding teachers out of the water, spectators, changing rooms, mask wearing and more and we are so appreciative of your co-operation and patience. We hope you agree that our lessons have been the same high quality and fun for you and your little ones, but we know we all want to go back to 'normal' as soon as possible.

What you can be assured of is that, along with our governing body, the STA, we will continue to put your safety and the safety of our team as our top priority. To this end, we wanted to cover the main areas that have been affected by Covid restrictions and how these might now start to look.

We have also updated our FAQs so 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 continuing to take [here](#).

Arrival time

As per pre-covid procedures, arriving no more than 10-15 minutes before the start of your lesson should be plenty of time to get ready and be poolside before the start of your lesson.

We encourage you to arrive swim ready where you can as this limits how much we need to move around a small space, but changing rooms are now available at all our pools should this not be you will no longer have to arrive swim-ready.

Arriving Swim-Ready – What does that mean?

This simply means, you and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes.

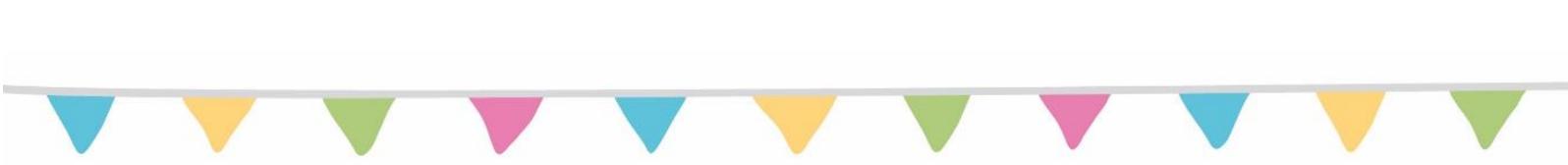
We appreciate that those children still in nappies might need a nappy change just before their lessons. This can be done in the car before entering the building or at the pool. Please take a change mat to the poolside with you, we will not be providing change mats at any of our pools and make sure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible at poolside.

Please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside (in some cases, customers will be allocated a box/bucket in which to put your bag).

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

With the restrictions lifted around social distancing, we will be permitting some spectators, but this will be limited to just 1 spectator per family.



A maximum of 1 Spectator will be allowed at the following pools:

Bainland, Burton, Belton Woods, Deans, Oceans, Queens Park, Priory Witham, Little Carlton, South Forest, The Rings Haddington.

Unfortunately, spectators will not be allowed at the following pools:

The Grange Spa

The practical layout of some of our pools means they may have not allowed spectators pre-Covid, but some pools are in environments with particularly vulnerable people (such as hospitals or special needs schools) and these may have decided to maintain a no-spectators policy to keep everyone as safe as possible.

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.

Poolside Assistants

Poolside Assistants will be present at most of our lessons to assist customers and to clean equipment and touch points in high traffic areas. Where Poolside Assistants are present, they will also be registering your arrival. They will still be wearing face coverings for the time being.

Poolside Assistants will not be available at Bainland, South Forest, Oceans or Belton Woods as they have their own staff attending to clean poolside.

Face Coverings

Whilst these are no longer a legal requirement in indoor settings, we will be encouraging the adults who attend our lessons to still wear a face covering inside the pool building (but not in the pool) and our team members will still wear face coverings as they move around the building.

The following pools have stated they still require face coverings to be worn inside their buildings and we ask that our customers respect this request unless they are medically exempt:

The Grange Spa

Entering the Pool Area

Please continue to wash your hands before entering the pool area. At some venues this may be with hand sanitiser instead of soap and water.