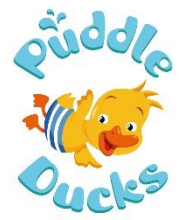


Swimming with Puddle Ducks

Chester Wirral and North Wales

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 all your co-operation and patience.

Along with our governing body, STA, we will continue to put your safety and the safety of our teams as our top priority. To this end, we wanted to cover the main areas that have been affected by Covid restrictions and how these will start to look in September.

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, arrive no more than 10 minutes before the start of your lesson. This should be plenty of time to get ready in the changing rooms and be poolside before the start of your lesson.

Please head straight to the changing rooms on arrival to your venue. The Teacher will greet you on poolside and let you know when the class is ready to start.

Changing rooms will be available at all of our pools and ideally we would like swimmers where possible to arrive 'swim ready' but this requirement is no longer mandatory.

Arriving swim-ready – what does that mean?

With your swimming costume/trunks/swim nappy on underneath your clothes.

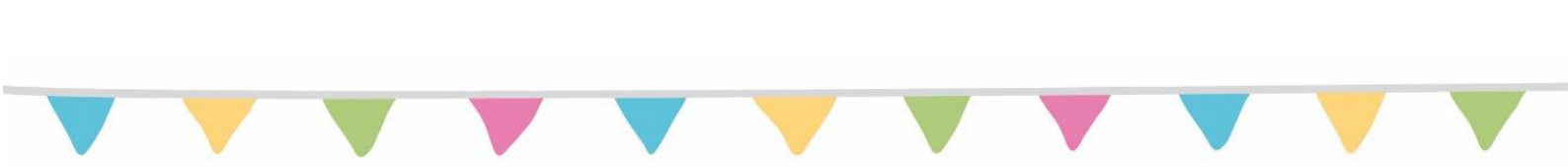
Please bring only the essentials (keeping valuables to a minimum) and one big bag to put everything in as this will be left poolside or in a locker in the changing rooms.

Clothes, bags and belongings MUST NOT be left out on benches or cubicles in the changing rooms during lesson times. This is to allow for the changing rooms to be cleaned adequately between lessons by our Poolside Assistants and allow space for other swimmers to change in the changing rooms too.

Showers within the changing rooms will now be open for use by all customers

Spectators

With the restrictions lifted around social distancing we can now allow one spectator per family on poolside to watch swim academy lessons.



Siblings can sit poolside during lessons for childcare reasons, whilst always remaining under the full responsibility of their guardian.

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.

Leisure Assistants

Leisure Attendants will be present at our lessons offering assistance to our customers and sanitising changing rooms and touch points in high traffic areas. Registers will also be completed on arrival at reception by the hotel and registers are kept by our teachers.

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 - especially in the changing rooms.

Entering the pool area

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