

Swimming at the Mercure Cardiff Holland House from September 2021



We just wanted to update you on what moving to alert level 0 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. 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.

The Puddle Ducks experience may still not be the same for everyone because some pools may still insist on certain procedures to ensure the ongoing safety of everyone who uses the pool.

What you can be assured of is that, 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 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

Please aim to arrive in the building no more than 5-10 minutes before the start of your lesson. You're welcome to use the changing rooms before and after your class, but please be as efficient as you can (for instance, hair dryers are back in use but if it's possible to dry your hair at home and reduce the time spent in the changing rooms that would be wonderful).

Please arrive swim ready for your class i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This will mean you can spend the minimum amount of time possible in the changing rooms beforehand (we appreciate that those children still in nappies might need a nappy change just before their lessons).

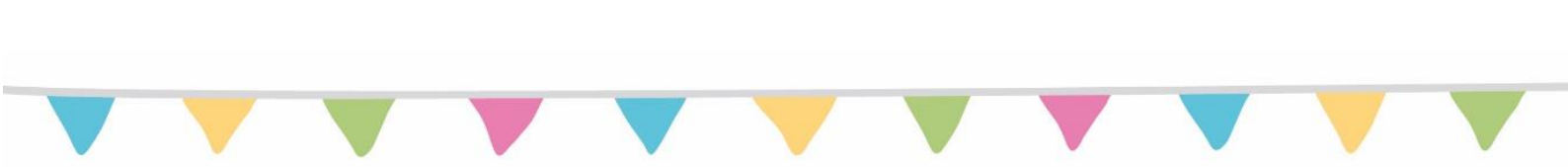
If you park underneath the hotel, make sure you input your details into the screen in reception for free parking.

When it's time for your class, come poolside, walk around the pool (past the loungers) and please sit on the integrated bench by our teaching area (please don't allow your children to stand on the bench).

Spectators

The Mercure Cardiff Holland House has never allowed spectators for Baby & Preschool classes and that's still the case (sorry).

For Swim Academy, one adult may accompany each child and remain poolside if you wish, but if you're happy to we'd rather you waited in the bar area upstairs (just go up the stairs by the Spa



reception, it's lovely up there!) We have a parent spotter each week who will come and get you if your child needs anything; please ensure they use the toilet before their class. **There's a strict 'no phones' policy poolside so if you need to use your phone for anything at all please do wait upstairs, then come poolside to collect your child after their class.**

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

With the removal of social distancing poolside we'll no longer have Poolside Assistants at the Mercure Cardiff Holland House; venue staff will continue to carry out all cleaning as necessary.

Face Coverings

Whilst these are no longer a legal requirement in indoor hospitality 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.

Entering the pool area

Please continue to use hand sanitiser before entering the pool area.