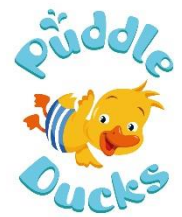


Swimming with Puddle Ducks

Lancashire from 1st 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. 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 across the UK due to different rates of releasing restrictions in Wales and Scotland and 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

As per pre-covid procedures, arriving no more than 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.

Changing rooms will be available once again at all of our pools and you will no longer have to arrive swim-ready:

Spectators

With the restrictions lifted around social distancing, many of our venues will be able to accommodate spectators once more.

One spectator per child will be allowed at the following pools:


Birtenshaw School, Bury Grammar School, Euxton pool, Foxfields Country hotel, Mercure hotel

Unfortunately, as in pre-Covid times, spectators will not be allowed at the following pools:

Everlast Blackburn, Everlast Leigh, Fitness First Wigan, Ribby Hall Village

We are expecting an update about Springwood Primary spectators once the school re-opens.

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 still 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.

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.

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.