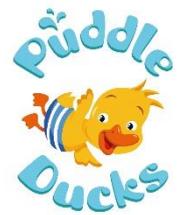


Swimming with Puddle Ducks at the Best Western (Quality) hotel from September 2021



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. 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 10 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 but we ask that you still arrive 'swim ready' with your swimming costume/trunks/swim nappy on underneath your clothes to minimise time spent in there. We appreciate that those children still in nappies might need a nappy change just before their lessons.

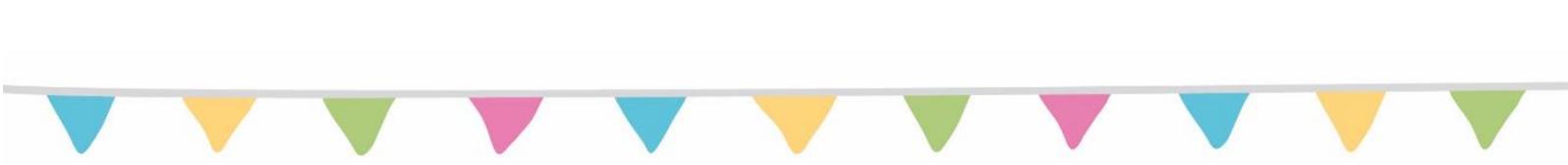
Puddle Ducks customers will not have use of the lockers so please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside to keep the changing rooms clear for cleaning and for other customers and gym members to change in.

Spectators

Even with the restrictions lifted around social distancing, the hotel would like to keep poolside as clear as possible and so the following rules will apply for spectators:

Baby & Preschool classes – 1 adult in the pool for lessons, no additional spectators

Swim Academy lessons – strictly only 1 adult per swimmer will be allowed to spectate. Spectators must sit on the benches in the far corner of the pool hall to keep the poolside paths clear and stay away from other areas of the pool that the members use e.g. the sauna & jacuzzi areas.



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

A Poolside Assistant will be present at our lessons still to assist customers and to clean equipment and touch points in high traffic areas. They will also be registering your arrival and inputting your registration number into the hotel system to avoid car parking fees. 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.