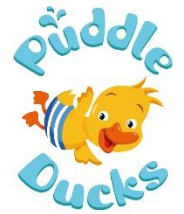


Swimming with Puddle Ducks Norfolk from September 2021



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

To assist with our cleaning regimes we have decided to restrict the use of changing rooms prior to your lesson at all of our venues. This enables us to ensure that the changing rooms have been cleaned prior to your use. Therefore, please continue to arrive swim-ready and no earlier than 10 minutes before the start time of your lesson.

Arriving swim-ready – what does that mean?

If there is still no access to changing rooms at your pool, you and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks on underneath your clothes.

We appreciate that those children still in nappies might need a nappy change just before their lessons. Ideally this can be done in the car before entering the building but if not, please take a change mat to the poolside with you 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 note that all rubbish (and in particular nappies) should be taken home with you and NOT disposed of in the on-site bins.

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, many of our venues will be starting to accommodate spectators once more.

Spectators will be allowed at the following pools:

- Brundall – a maximum of two spectators in total may attend each lesson. We will therefore devise a rotation schedule and send this out in advance so that you know when you are permitted to bring a spectator. The venue have asked that spectators arrive and leave in the same car as the customer they are attending with in order to reduce the numbers of cars on-site

Unfortunately, spectators will not be allowed at the following pools at this present time but we will continue to keep you updated if this changes:

- Hellesdon High School
- Hethersett VC Primary School
- Recreation Road Infant School
- Sculthorpe Swimming Pool

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 all of our lessons still 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 ask that all the adults who attend our lessons 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.

This decision has been made by us locally but all of our pools have also stated that they still require Face Coverings to be worn inside their buildings and we ask that our customers respect this request except if they are medically exempt.

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.