

Swimming with Puddle Ducks Worcestershire (Malvern College) 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 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 but we do ask that you arrive swim ready to minimise the time spent in the changing rooms.

There is a one-way system around the leisure centre which takes you too and from the changing rooms from the entrance to the separate exit.

Changing Rooms

The Changing will be available for the majority of our classes, if you are in the first **class (10.30am Floaties class)** we ask that you not arrive for your lesson till 10.20am and if you arrive before this time you **do not** proceed to the changing rooms or poolside, you can queue down the walkway between the 2 changing rooms and then at 10.20am your Poolside Assistant will let you onto the poolside where you can proceed to the benches on the far side of the pool to get ready for your lesson and leave your bags at the side of the pool. Following your lesson you can exit the pool, collect your belongings, and proceed straight to the changing rooms to get change. We recommend that you arrive beach ready and already in your swim wear to minimise the time to get ready for your lesson.



All other classes when you arrive you can change in the changing rooms for your lesson you head straight to poolside queue along the right-hand side of the pool (side furthest from the changing rooms) ready for the customers in the pool to get out on the left-hand side (side closest to the changing rooms).

Arriving swim-ready – what does that mean?

You and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy 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 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.

FLOATIES AND SPLASHERS MUST WEAR A THERMAL WETSUIT OR A BODY WARMER

Spectators

There are no spectators allowed poolside during our swimming lessons. There are some tables and chairs near the coffee area for spectators to wait.

Poolside Assistants

Poolside Assistants will be present at 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 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.

Pushchairs

Malvern College have asked that pushchairs are not brought into the changing rooms, we recommend that you use car seats or a baby sling and these can be left in the changing rooms whilst you have your lessons.