

Swimming with Puddle Ducks Worcestershire (Feckenham) 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.

We recommend you still continue to arrive beach ready; this will limit the time you spend poolside helping use keep you as safe as possible.

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.



Spectators

The practical layout of the pool means we are not allowed spectators, this is in place to keep everyone as safe as possible. There are viewing windows which overlook the pool which you can view from, but we ask that you do not go any further than the end of the pool building as this is a private house and garden, we ask that you keep children close to you and do not allow them to run around on the pavement, garden or driveway.

We do ask that if you are watching through the viewing window or you bring someone who is watching through the window that you do not lean against or touch the windows.

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.

Parking at the venue

The car parking rota for the classes at Feckenham will be in place and must be adhered to. Please see rota at the end of the document instructing you where to park for your lesson.

This is a private house so we do ask that customers respect the grounds and do not bring dogs onto site as there are dogs within the house and this can cause them distress.

Please do not park on the main road, this is a fast main road and pulling up on the road can cause issues with the traffic coming into and going through the village.

Entering the building

When entering you will be asked to remove your shoes and leave them in the baskets provided outside.

There will be Hand Sanitizers available at the entrance door and we ask that face masks/coverings are used when entering, exiting, and changing.

Changing

Changing is poolside, we recommend that you bring clothes which are easy to get on and off.

We do ask that children do not play on the ornamental tortoise, this is an ornament which is lovely to look at and needs to be kept from getting damaged.

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. The Poolside Assistants will also be registering your arrival and checking where you have parked. 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.

CAR PARKING ROTA – Please drive into driveway and reverse into the space by the house before exiting the driveway

Day	Class Time	Parking Area
Monday	9.30	Right Hand side as you enter the driveway (Green cars on plan)
Monday	10.00	Left Hand side as you enter the driveway (Grey cars on plan)
Monday	10.30	Right Hand side as you enter the driveway (Green cars on plan)
Monday	11.00	Left Hand side as you enter the driveway (Grey cars on plan)
Monday	11.45	Right Hand side as you enter the driveway (Green cars on plan)
Monday	12.15	Left Hand side as you enter the driveway (Grey cars on plan)
Monday	12.45	Right Hand side as you enter the driveway (Green cars on plan)
Monday	13.15	Left Hand side as you enter the driveway (Grey cars on plan)
Monday	16:00	Right Hand side as you enter the driveway (Green cars on plan)
Monday	16:30	Left Hand side as you enter the driveway (Grey cars on plan)
Monday	17:00	Right Hand side as you enter the driveway (Green cars on plan)
Monday	17:30	Left Hand side as you enter the driveway (Grey cars on plan)



Day	Class Time	Parking Area
Friday	9.30	Right Hand side as you enter the driveway (Green cars on plan)
Friday	10.00	Left Hand side as you enter the driveway (Grey cars on plan)
Friday	10.30	Right Hand side as you enter the driveway (Green cars on plan)
Friday	11.00	Left Hand side as you enter the driveway (Grey cars on plan)
Friday	11.30	Right Hand side as you enter the driveway (Green cars on plan)
Friday	12.15	Left Hand side as you enter the driveway (Grey cars on plan)
Friday	12.45	Right Hand side as you enter the driveway (Green cars on plan)
Friday	13.15	Left Hand side as you enter the driveway (Grey cars on plan)

Day	Class Time	Parking Area
Saturday	8.00	Right Hand side as you enter the driveway (Green cars on plan)
Saturday	8.30	Left Hand side as you enter the driveway (Grey cars on plan)
Saturday	9.00	Right Hand side as you enter the driveway (Green cars on plan)
Saturday	9.30	Left Hand side as you enter the driveway (Grey cars on plan)
Saturday	10.00	Right Hand side as you enter the driveway (Green cars on plan)
Saturday	10.45	Left Hand side as you enter the driveway (Grey cars on plan)
Saturday	11.15	Right Hand side as you enter the driveway (Green cars on plan)
Saturday	11.45	Left Hand side as you enter the driveway (Grey cars on plan)
Saturday	12.15	Right Hand side as you enter the driveway (Green cars on plan)
Saturday	12.45	Left Hand side as you enter the driveway (Grey cars on plan)

