

Swimming at the Mercure Cardiff Holland House from February 2022



We just wanted to update you on what alert level 0 means for your swimming lessons.

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 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

Please aim to arrive in the building no more than 5-10 minutes before the start of your lesson. You're welcome to use the changing rooms before and after your class, but please be as efficient as you can (for instance, hair dryers are back in use but if it's possible to dry your hair at home and reduce the time spent in the changing rooms that would be wonderful).

Arriving swim-ready

Please arrive swim ready for your class i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This will mean you can spend the minimum amount of time possible in the changing rooms beforehand (we appreciate that those children still in nappies might need a nappy change just before their lessons).

If you have a car seat you can bring it poolside, prams can be left as usual in the corridor outside the changing rooms (space is limited here – if you can manage without a pram please do).

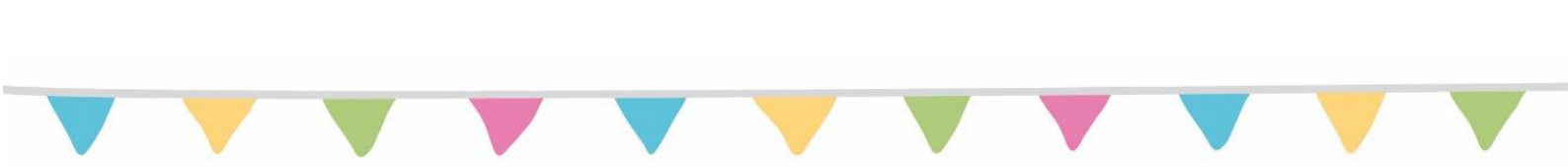
If you park underneath the hotel, make sure you input your details into the screen in reception for free parking.

When it's time for your class, come poolside, walk around the pool (past the loungers) and please sit on the integrated bench by our teaching area (please don't allow your children to stand on the bench. Please do not arrive on site any earlier than 10 minutes before your lesson starts, it's really warm poolside and can be uncomfortable!)

Spectators

The Mercure Cardiff Holland House has never allowed spectators for Baby & Preschool classes and that's still the case (sorry).

For Swim Academy, one adult may accompany each child and remain poolside if you wish, but if you're happy to we'd rather you waited in the bar area upstairs (just go up the stairs in the hotel



reception, it's lovely up there!) We have a parent spotter each week who will come and get you if your child needs anything; please ensure they use the toilet before their class.

There's a strict 'no phones' policy poolside so if you need to use your phone for anything at all please do wait upstairs, then come poolside to collect your child after their class. We cannot send children into the changing rooms on their own, so please make sure you're there to collect them promptly so as not to delay the next class.

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

There is limited complimentary parking in the hotel car park (beneath the building), available strictly on a 'first come, first served' basis. Accessed via Howard Place, if the sign at the entrance says the car park is full then please don't attempt to enter! **Please make sure you enter your car registration details at the Spa reception otherwise you will receive a fine** (parking is free for 2 hours).

If the car park is full then on street parking is plentiful and free until 10am so if you're in an earlier class we'd recommend you park on the road. If you're unlikely to return to your car before 10am please obtain a valid ticket (£2.10 for one hour).