

Swimming at Little Carlton from September 2020



We are so excited to welcome you back to the pool. As with many things in life, there are some new procedures that you need to be aware of at your chosen venue. You will find everything you need to know about Little Carlton below – please read it very carefully.

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 taking including our risk assessment procedure, cleaning and hygiene regimes and temporary changes to the way our lessons will be run [here](#).

Arrival Time

Please DO NOT arrive any earlier than 10 minutes before your lesson starts. This should give you enough time to get poolside and prevents lots of people from waiting around in spaces which may be too small to handle it in the current situation.

Arriving Swim-Ready

Wherever possible, you and your child should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. The changing rooms will not be available at Little Carlton prior to your lesson.

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.

In most cases, you will be asked to change poolside as changing rooms are likely to be out of bounds so 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

SPECTATORS WILL NOT BE PERMITTED at the pool. 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, please contact the office to pre-arrange this.

For children in Swim Academy Levels 3 and above please bring your child poolside and once your child is with the teacher you will need to leave poolside, you will need to wait out of the building. For Levels 1 and 2 you will be in the water with your child for now so you can wait with your little one poolside.

By not allowing spectators we are able to practice social distancing more effectively.



Parking at the Venue

Parking will be as before, but we ask that you please adhere to social distancing where possible in the car park areas.

Entering the Building

We will be using the side entrance to enter the pool room. This can be accessed through the metal gate and around to the left-hand side of the pool building.

Signing in/Letting us know you are here

The Poolside Assistant will be recording who is on site via our registers and will be wearing a facemask to protect both the customer and themselves.

Toilets

The toilet is signed and near the entrance please use the cleaning products provided before and after using the toilet. Please use the hand dryer or your own towel to dry your hands.

Changing Rooms

You may use the changing areas to get dressed after class if you wish. Your Poolside Assistant will advise you which area to use so we can ensure social distancing is maintained at all times. If you prefer to shower and change at home, please replace your outer clothes poolside and leave via the main exit door.

Entering the Pool Area

Please use the hand sanitiser provided when entering the pool area.

Please follow directional signage at the pool – many pools will use a one-way system so that those entering and exiting the pool do not mingle – please ask the Poolside Assistant if you are unsure of the way.

Please wait poolside, keeping socially distant from other customers and pool users wherever possible, until the Teacher indicates it is time for you to enter the pool.

Exiting the pool area after your lesson

The Poolside Assistant will be on hand to show you where you can get changed. This may be pool side or you may be able to use the changing rooms depending on the venue. We advise that you bring easy, comfortable clothing for both you and your child – items like onesies might be easiest for children to get changed quickly and keep them warm.

Leaving the Building

When you are ready to leave the building, please wash your hands or use the hand sanitiser provided and make your way to your car/mode of transport. The Exit will be via the main door.