

Swimming at Oceans 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 Oceans 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. This is because in most venues, the changing rooms will not be available for the time being.

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

NO SPECTATORS WILL BE PERMITTED, by not allowing spectators we are able to practice social distancing more effectively. 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. There may be limited seating in the café area but if full 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.



Parking at the Venue

Parking areas remain the same, please adhere to social distancing where possible in the car park.

Entering the Building

Please use the "Puddle Ducks/Swim Academy entrance directly onto poolside rather than the usual main entrance. This door can be seen as you drive through to the main parking, look for the signs on the door. Shoes MUST be removed at the door and placed in your bags.

Signing in/Letting us know you are here

The Poolside Assistant will be on hand and will mark you as attending on the register the Poolside Assistant will be wearing a facemask to protect both the customer and themselves.

Toilets

Please use the disabled toilet accessible from poolside. Please ensure you use the cleaning products providing to wipe down the toilet before and after use.

Changing Rooms

The changing rooms are not available prior to your lesson and showers are not permitted to be used. Please arrive swim ready and remove your outer clothes in the large area poolside near to the sauna. Clothes should be stored in your own bags, lockers will not be available. The Poolside Assistant will advise you where to wait and where to leave your bags. After classes please use the poolside area for drying and changing children, if adults require changing space they can access the disabled changing area. If you prefer to shower and change at home please replace your outer clothes poolside and leave via the Puddle Ducks/Swim academy entry door. Please do not put your shoes back on until you are over by the exit door.

Entering the Pool Area

Please use the hand sanitisers provided on entry to the pool hall and before you depart. Where possible please only use the Puddle Ducks/Swim academy door.

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. Children should be changed poolside 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.