

# Swimming at The Grange Spa 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 The Grange Spa 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.

At the Grange Spa you will be asked to change poolside as changing rooms are out of bounds prior to classes so please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside.

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 Grange Spa for the time being. 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 arrange this in advance.

## Parking at the Venue

There is plenty of parking clearly signed around The Grange Spa. Please adhere to social distancing where possible in the car park.



## Entering the building

*Enter the building via the main reception entrance. Shoes can be removed and left in the entrance porch or placed in your bag. Please sanitise your hands here before heading through into the reception area.*

## Signing in/Letting us know you are here

*The Poolside assistant will be on hand to tick off the register and to deal with any queries. The poolside assistant will be wearing a face Visor to protect both the customer and themselves.*

## Toilets

*If you require to use the toilet before your class please ask the poolside assistant to advise you where to go. Cleaning wipes will be available to clean the toilet and flush system both before and after use.*

## Changing rooms

*Changing rooms will be available after your class if you would like to use them. The poolside assistant will advise you where to change to ensure social distancing is adhered to. If you prefer to just replace your outer clothing you can do so in the reception area before leaving.*

## Entering the pool area

Please wash your hands before entering the pool area. Sanitiser will be available in the entrance hall area.

Please follow directional signage at the pool, 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.