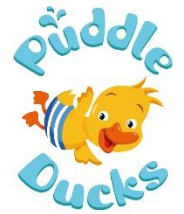


Swimming at Mercure Haydock Park from September 2020



We are so excited to return to our classes at the Mercure Haydock Park. As with many things in life, there are some new procedures that you need to be aware of; you will find everything you need to know about The Mercure Haydock Park below – please read it very carefully.

If you would also like to read about what Puddle Ducks are 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 15 minutes before your lesson starts. This should give you enough time to get poolside and supports current social distancing guidelines.

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. At the Mercure Haydock Park the changing rooms are only available to Health Club Members, so we have arranged to have use of an additional nearby conference room that will have clearly marked areas to use that adhere to current guidelines.

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 designated room 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 the venue.

In addition, we advise that you all bring a change mat/ additional towel 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

Due to the current pandemic there is a 'no spectators' policy at all our pools. 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.

Parking at the venue

Parking at the Mercure is monitored by cameras; so, on arrival at the Mercure please ensure you provide the team at the Health Club reception with your registration number before heading to get changed. Kindly note we are unable to take responsibility for any charges applied should you fail to register your number plate when attending our sessions.



Entering the building

There is no access to the Health Club from the main hotel entrance. All Puddle Ducks customers should use the door located on the right of the main building and report to the Health Club reception.

Signing in/Letting us know you are here

A member of the Health Club team, will take your registration number, please ensure you attend the registration desk before going to get changed. The team will be wearing facemasks to protect both customers and themselves. There is a hand sanitiser station in the room allocated for changing and also in the Health Club reception.

Toilets

The Toilets are available to use if necessary, in the main changing rooms; please ensure you sanitise your hands before and after entering the changing area.

Changing rooms

At the Mercure Haydock Park the Female changing rooms are only available to Health Club Members, so we have arranged to have use of an additional nearby conference room. Men will have access to the male changing room. Please bring only the essentials (no valuables) and one bag to put everything in as this will be left in the room. In addition, we advise that you all bring a change mat/ additional towel 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.

There is a hand sanitiser station in the room allocated for changing and also in the Health Club reception. Please ensure you take your towels poolside, flip flops or poolside footwear is also recommended.

Entering the pool area

Please wash/ sanitise your hands before entering the pool area. The team will show you where you can do this. Please follow directional signage at the pool – there will be a one-way system so that those entering and exiting the pool do not mingle. 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

Please follow directional signage at the pool – there will be a one-way system so that those entering and exiting the pool do not mingle. 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

We ask you to change as quickly as possible and take all your belongings and rubbish with you. 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. Kindly note there is no access to Puddle Ducks customers to the main building please use the door located by the health club to return to the car park.