

Swimming at Cotswold Hoburne 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 Hoburne Cotswold 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

There are no spectators or siblings allowed poolside for the lessons.

If you require assistance due to a disability (either your own disability or your child's), then you can bring a spectator to help, as necessary.

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



Parking at the venue

Parking is in the normal, main car park. Please ensure that you adhere to social distancing where possible in the car park.

Entering the building

Entering the pool hall is via the fire exit door to the side of the building up the ramp. There will be a clear route from the car park to the entrance door.

Signing in/Letting us know you are here

A Poolside Assistant will be present ticking off registers, she will be near the entrance door and will be wearing a facemask/face shield to protect both you and her.

Toilets

Toilets will not be easily accessible during lessons, please ensure that you go to the toilet in the main building, near the Reception Desk before exiting and then entering the building again via the fire exit. Please note that a mask must always be worn in the main building, but this is not necessary in the pool hall.

Changing rooms

BEFORE YOUR LESSON:

Changing rooms will not be in use – you will be asked to leave your belongings on the side of the pool (near the entrance door) and quickly undress ready to get in the pool.

AFTER YOUR LESSON:

Changing rooms will be in use for customers to have a quick change after the lesson as will be cold/hot shower near the changing rooms. You will grab your bag and you will be allocated a cubicle by the Poolside Assistant who will ensure that this is cleaned between each use. We are asking that you spend as little time as possible in the changing rooms as there might be a little wait to use them.

Entering the pool area

Please sanitise your hands before entering the pool area. The Poolside Assistant will have hand sanitiser available for you to use. You will then put your bag in an allocated space and change as detailed above.

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. We shall be using markers on the floor by the pool to indicate where each person should stand to wait.

Exiting the pool area after your lesson

The Poolside Assistant will be on hand to show you where you can get changed. 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 door is the same as the entrance door at this venue. Any members of the public will be using a different changing area and entrance/exit point.