

Swimming at The Wiltshire 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 Wiltshire 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).

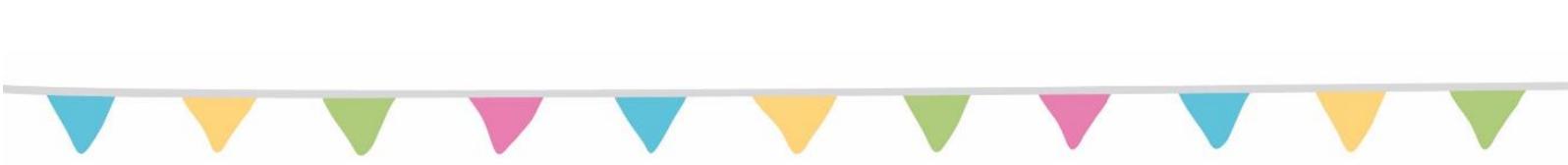
We advise that you all bring a change mat that can be rolled up and placed in your bag, especially those of you who have little ones who would normally use a change table or a bench.

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 normal car park outside the hotel. Please ensure that you adhere to social distancing where possible in the car park.

Entering the building

You access the building via normal entrance to the hotel and leisure club. You will need to wait for the poolside assistant to greet you there. Masks must be worn in the main part of the building.

Signing in/Letting us know you are here

A Poolside Assistant will be present ticking off registers, she will be inside in the main reception area (or if not please wait until she appears to take all swimmers through at once) and be wearing a facemask/face shield to protect both the customers and her.

Toilets

You can access the toilets in the changing rooms before and after lessons.

Changing rooms

BEFORE YOUR LESSON:

You will be asked to walk through the changing rooms directly onto poolside and leave your belongings on the side of the pool and quickly undress ready to get into the pool.

AFTER YOUR LESSON:

You will be given a changing “area” by the poolside assistant. These areas will be cleaned between each use. You are asked to spend as little time as possible changing.

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.

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. Please remember to pop your mask on in the main areas of the building (this is not needed poolside).