

Swimming at Hilltop School Pool 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 Hilltop School Pool 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, ideally this should be reduced to 5 mins. 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. As usual access to the pool will only be given when the customers in the lesson prior to you have left the pool.

Arriving swim-ready

We ask that 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 we are trying to reduce the number of people at the pool at once. By arriving swim ready you do not need to arrive early to change therefore the customers from the lesson prior to your should have already left. Changing rooms will be available.

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 bring a changing mat 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.

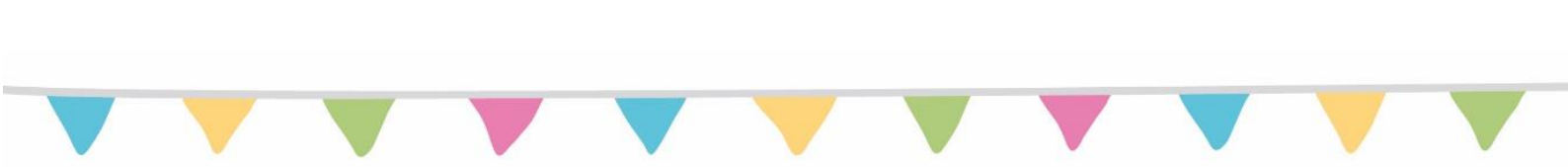
Please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside whilst you swim. Please do not leave belongings in the changing rooms while you swim. Bags can be left either side of the entrance to the pool (one side for one class and the other for another class so bags are not mixed).

We advise that you bring a changing mat that can be rolled up and placed in your bag.

Spectators

Unfortunately, we regret that spectators are not permitted at this time. This is the pool's policy.

If swimming with siblings in different classes (particularly back to back classes) you are permitted to bring another adult with you who can wait with one child whilst the other swims and then dress the first child who swims after their lesson. You will be asked to wait in the car for as long as possible before entering, or if the weather is good go for a short walk whilst waiting.



By not allowing spectators, we are able to practice social distancing more effectively. Thank you for your understanding.

Parking at the venue

There is parking available just outside the school. Parking is also available on many of the side streets neighbouring the school. This is not restricted. Please adhere to social distancing where possible in the car park and in walking from your car to the pool and back.

Entering the building

On arrival you will need to enter the pool through the usual door. On entry, please use the sanitiser provided. You will enter the pool area in the normal way through the door on your left. Changing rooms are on either side. The poolside assistant will allow access 10 mins before your lessons starts. Please don't arrive too early to avoid waiting too long.

Signing in/Letting us know you are here

On arrival please wait for the Poolside Assistant to allow access. She will be available to direct you where to get changed. The Poolside Assistant will be wearing a face covering to protect both the customer and themselves. Please bring a face covering yourself to wear whilst changing after your lesson. The poolside assistant will allow access 10 mins before your lessons starts. Please don't arrive too early to avoid waiting too long.

Toilets

There are toilets available in the changing rooms poolside. There are also separate toilets just outside of the pool area. Please ask to be shown where these are if required. Please be aware of social distancing should you wish to use the toilet as you may need to walk past other customers to get to them.

Changing rooms


Changing rooms are available to use before and after lessons. There are six separate rooms that can be used (one per parent:child pair) as well as the conservatory area (2 pairs with a screen between). Additional changing areas are also available, please ask if required and the Poolside Assistant will show you where to find these.

After you have dressed ready for your lesson place your belongings in a bag to bring poolside, which you can collect after your lesson and take into the changing rooms to get changed.

Please get dressed as quickly as possible, we ask that ideally you take no more than 15 minutes to dry and dress after your lesson has ended (ideally less). Parents and carers, please consider prioritising dressing and drying your little one over yourself. Wear loose fitting clothing that is easy to get on and off or bring a large robe/gown/onesie or similar if you have one.

Entering the pool area

Please use the hand sanitiser before entering the pool area. This is located on the wall on the way in the main door. You can also wash your hands with soap and water in the changing rooms which have separate sinks. Sanitisers will be available at more than one location at the pool.



Once ready, please wait poolside on the right-hand side of the pool against the wall (on the length opposite the steps), keeping socially distant from other customers wherever possible, until the teacher indicates it is time for you to enter the pool.

Exiting the pool area after your lesson

After your lesson collect your bag and use the changing rooms to dress. 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. You will be advised where to exit the pool.

Please take all nappies and rubbish with you when you leave.

Leaving the building

When you are ready to leave the building, the poolside assistant will let you out. Please wash your hands or use the hand sanitiser provided before you leave and make your way to your car/mode of transport.

Thank you so much for your cooperation and helping us keep all customers and team members safe.