

# Swimming at the Quality Hotel 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 Quality Hotel 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 on our website.

## 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 to minimise the time spent in the changing area.

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 changing area 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 in the changing area.

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.

Please bring only the essentials (keeping valuables to a minimum) and just one bag to put everything in as this will need to be left poolside.

## Equipment

Current UK guidance recommends that swimmers should bring their own swim equipment if possible. However, where customers don't want or feel the need to bring their own equipment or where they forget, there will be equipment available for use. Puddle Ducks have linked up with Splashabout to offer you 'kit bundle' offers (please see our website).

You will need:

- Floaties & Splashers: A long woggle and a floating toy
- Kickers, Little Dippers & Dippers: 2 woggles, a floating toy & a sinking toy (1 woggle to be cut in half to make 2 short woggles)
- Swim Academy: 2 woggles & a sinking toy (1 woggle to be cut in half to make 2 short woggles)



## Spectators

Due to the limited space poolside, and to enable us to practice social distancing more effectively, spectators are not allowed at this time. Only 1 adult should accompany their child to the pool.

Parents are expected to join their child in the water for our baby & preschool lessons and Swim Academy levels 1 & 2. For adults accompanying children in Swim Academy Level 3 and above, where you are not required to be in the pool, then you should accompany your child to the pool for the start of the lesson and then leave the pool hall to wait either in your car or in the hotel reception during the lesson. Please re-enter the pool area only a few minutes before the end of the lesson to collect your child from the pool end where they joined the class (please remove shoes before entering pool hall).

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 is in the main car park as usual, please remember to give your registration number to the gym team to access your free parking and avoid a parking penalty. Please adhere to social distancing in the car park.

## Entering the building

Enter the building through the main reception area adhering to social distancing at all times. As per current Government guidelines, facemasks need to be worn in all communal areas of the hotel, including the changing area (masks do not need to be worn within the pool hall).

## Signing in/Letting us know you are here

Our poolside assistant will greet you in the corridor by the gym entrance. The poolside assistant will be wearing a visor to protect both themselves and you as customers. Our teacher will take the register as normal before the lessons.

## Changing rooms

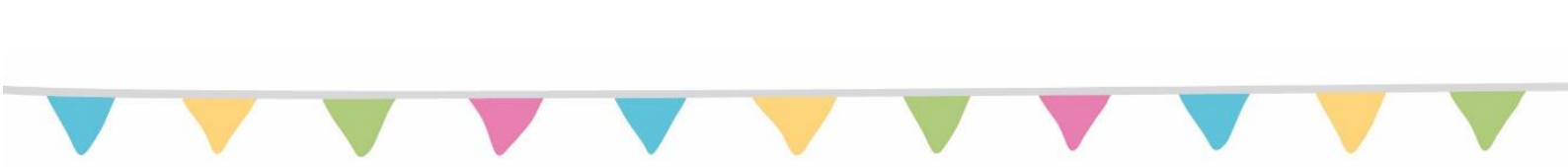
Puddle Ducks customers are not permitted to use the gym changing rooms, instead 2 hotel rooms (1 for males, 1 for females) opposite the gym entrance are being made available for Puddle Ducks customers giving adequate space to adhere to social distancing and to avoid other gym members. All belongings must be packed away into a single bag and brought with you to be stored poolside during your lesson on the back wall.

## Toilets/showers

Toilets are available within the hotel rooms being used for changing. Customers are not permitted to use the showers within the rooms and must shower at home.

## Entering the pool area

Please wash your hands before entering the pool area. In some cases, it might be using hand sanitiser instead of soap and water.



Entrance to the pool is straight past the gym reception desk, avoiding the changing rooms entirely. We will be asking each class to enter and exit using the same route and switching this route to alternate ends of the pool for each class so that those entering and exiting the pool do not mingle – 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

After the lessons please proceed to the hotel changing rooms using the route you entered from. Please aim to change as quickly as possible to allow time for our poolside assistant to clean the changing rooms before the next set of customers arrive. 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 via the hotel reception.