

Swimming at Ravenfield Private 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 Ravenfield 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. 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 (if your child is in Level 1 or 2) and your child (if they are in Level 3 or 4 they will still be in the pool without their grown up) should arrive swim-ready at the venue i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. This is because we're asking you to reduce the time you spend getting ready for your lesson and the more you can do at home the better.

Spectators

Unfortunately, we regret that spectators are not permitted. This is the pool's policy. Only the adult that brings the child is permitted. No additional adults should come to the pool.

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

Parking at the venue

We regret there is no parking at the property. Parking is limited to on-street parking only. We recommend using the side street "Stonely Brook", which is located just before the property on the left hand side. This is a quiet cul-de-sac with very few passing cars. It is approximately 1- 2 minutes walk away from the pool. Please park with consideration to local residents and avoid blocking driveways or double parking. After coming out of Stonely Brook, turn left and the house is on the left hand side. Number 142, the number is written on a stone at the bottom of the drive.

Entering the building

On arrival you will enter through the door to the left of the house's front door. This is the only way in and out so we will be controlling access to the pool. We will come and open the door when entry is permitted and no one is on their way out of the building. Please use the hand sanitiser located on the on the right as you enter.



Signing in/Letting us know you are here

On arrival please wait at the door for the poolside assistant to allow access. Access will only be given 10 mins before the lesson start time. We will have a Poolside Assistant on hand who will be wearing a face covering to protect both the customer and themselves. Please bring a face covering yourself to wear whilst changing.

Toilets

The toilet is located on your left as you enter. We will be cleaning and disinfecting touchpoints. Paper towels are provided to dry your hands.

Changing rooms

There are pop up changing tents provided poolside for changing. These are large enough for one adult and child per tent. Please do not leave your bags in the tents whilst swimming. These can either be left on the floor next to the pool or in one of the large plastic tubs provided.

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. This means there will be no overlap between one lesson ending and another starting. Parents and carers, please consider bringing a onesie or similar that is easy to get on and off or bring a large robe/gown or similar if you have one.

Entering the pool area

Please wash your hands or use the sanitiser. The latter will also be available at more than one location at the pool.

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. Please wait next to the pool away from the steps allowing previous customers to exit the pool.

Exiting the pool area after your lesson

Once you have exited the pool, you will need collect your bags and use one of the tents for changing.

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 exit the pool the same way you entered.

Please take all rubbish with you when you leave.

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.

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