

Swimming at the Crowne Plaza Liverpool from September 2020



We are so excited to return to our classes at the The Crowne Plaza Liverpool. As with many things in life, there are some new procedures that you need to be aware of; you will find everything you need to know about The Crowne Plaza Liverpool below – please read it very carefully.

If you would also like to read about what Puddle Ducks are 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 15 minutes before your lesson starts. This should give you enough time to get poolside and supports current social distancing guidelines. Please ensure you wear a face mask on arrival at the hotel and follow the floor markings.

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. At the Crowne Plaza Liverpool, the changing rooms are ONLY available for our customers to use after their lesson; please follow the floor markings and wherever possible adhere to current social distancing guidelines. Please do not bring buggies or car seats into this venue.

On arrival please enter the pool hall by turning immediately right from the reception area. You will then go to the marked areas and be able to remove your outer clothing and place it in your bag ahead of your lesson. 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 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 the venue.

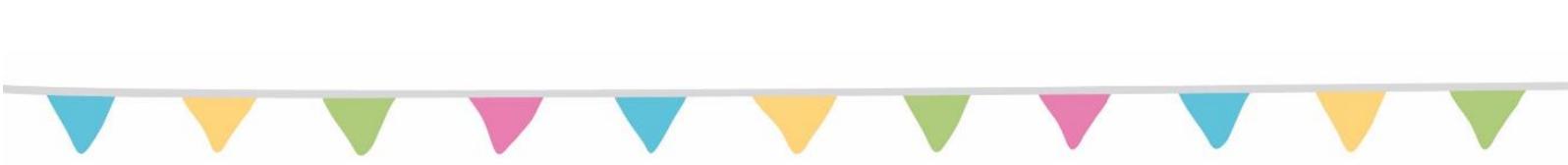
In addition, we advise that you all bring an additional towel that can be rolled up and placed in your bag, especially those of you who have little ones who would normally use a change table or a bench.

Spectators

Due to the current pandemic there is a 'no spectators' policy at all our pools. By not allowing spectators, we are able to practice social distancing more effectively. 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

There is a nominal fee of £1 for parking at The Crowne Plaza, please ensure you take a ticket on arrival and park in the marked bays and wherever possible adhere to current social distancing guidelines. Please attend the concierge desk upon departure to pay for your parking.



Entering the building

Please ensure you wear a face mask on arrival at the hotel and follow the floor markings. Please use the main entrance, following the directional floor markers. On arrival at the leisure club please use hand sanitiser and then a member of the Crowne Plaza reception team will take the temperature of both you and your little one. Anyone with a temperature of 38 degrees or higher will be asked to leave the building and advised to register for a Covid test. Lessons can then be resumed after a period of 2 weeks or swimmers can return to class on receipt of a clear test result. In this situation please contact the office team on 0151 921 7070 once you are safely home.

Signing in/Letting us know you are here

A member of the Health Club team will take your name and mark the register so please ensure you attend the registration desk before going to get changed. The team may be wearing facemasks to protect both customers and themselves. There is a hand sanitiser station in the hotel reception and also in the Health Club reception.

Toilets

The Toilets are available to use if necessary, in the main changing rooms; please ensure you sanitise your hands before and after entering the changing area. Sanitiser can be found in the main reception or you are of course welcome to bring your own.

Changing rooms

At the Crowne Plaza changing rooms are only available after your lesson so wherever possible please bring only the essentials (no valuables). In addition, we advise that you all bring a change mat/ additional towel 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. The family changing room is available for use on a first come first serve basis.

Entering the pool area

Please follow directional signage at the pool – there will be a one-way system so that those entering and exiting the pool do not mingle. 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

Please follow directional signage at the pool – there will be a one-way system so that those entering and exiting the pool do not mingle. Once you have collected your belongings you can then use the changing rooms. The use of showers or hairdryers is not permitted at this venue. 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

We ask you to change as quickly as possible and take all your belongings and rubbish with you. Please wipe down contact surfaces with the spray and towel provided. When you are ready to leave the building, please use the stairs or lift to the rear of the changing rooms do not re-enter the pool hall. adhering to the current social distancing rulers wherever possible.