

Swimming at Austerfield 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 Austerfield Private 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 reduced to 5 minutes. This allows customers some time to vacate after the previous lesson. We ask that you arrive swim ready so that you do not need to spend long getting ready on arrival. This prevents lots of people from waiting around in spaces which may be too small to handle it in the current situation. 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 controlling the number of people in the building at any one time and also the length of time you are there for. On arrival you will be shown where you can undress.

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. There are some benches/sofas that can be used.

We advise that you bring a changing 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

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, or if the weather is good you are welcome to sit in the back garden whilst waiting. There is also a park a short walk away.



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 in front of and around the property. You can park in front of the pool which is on your right as you enter the property. Please park in two rows of three at the front with the pool in front of you. There is also space for two cars side by side in front of the garage as well as 2/3 cars along the wall and another 3 or 4 down the side of the house on the grass (the owner does not mind parking on the grass, this is much preferable than parking on the road. PLEASE DO NOT PARK ON THE NARROW ROAD THAT LEADS UP TO THE HOUSE, THIS IS CHURCH LANE AND MUST BE KEPT CLEAR FOR ACCESS BY ANOTHER PROPERTY NEXT DOOR TO THE GRANGE.

Please adhere to social distancing where possible in the car park and in walking from your car to the pool and back.

PLEASE NOTE: THERE IS AN AERIAL PHOTO OF THE PROPERTY ON THE WEBSITE WHICH SHOWS WHERE TO PARK. [PLEASE CLICK HERE TO VIEW IT.](#)

Entering the building

On arrival you will need to enter the pool through the blue door, which is located on the right (look out for the sign). At the pool owner's request, we will be taking temperatures of everyone before entering the building. If your temperature is high (reads "red" on the thermometer) we regret that you will not be able to swim. If amber we will ask you to wait a couple of minutes before trying again. On entry, please remove shoes and use the sanitiser provided. Bring your shoes through with you to get undressed (bring a carrier bag if needed). You will be shown where to put them, there is a shoe rack close to the way out that can be used. There is a room on the right for undressing when you arrive. Please bring your bag through to the pool with you as bags can be left on the bench/sofas to be collected after your lesson.

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 prior to 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

The toilet is available next to the pool, after you have entered it is in front of you before you go through to the pool. Please try and use this (encourage your child/ren to do so) before your lesson where possible. 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. From the pool hall the toilet is located through the door at the bottom on the left.



Changing rooms

Changing pods/tents will be available. There will be pop up changing pods in the conservatory area adjacent to the pool to facilitate social distancing and also in the spare room/gym room located to the right on the way in. One per parent:child pair per changing pod/tent.

On arrival you will be asked to undress in the spare/gym room and place your belongings in a bag to bring poolside, which you can collect after your lesson and take into the changing pods to get changed.

Please get dressed as quickly as possible, we ask that ideally you take no more than 10 minutes to dry and dress after your lesson has ended. 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 wash your hands before entering the pool area. The Poolside Assistant will show you where you can do this. In some cases, it might be using hand sanitiser instead of soap and water. Sanitisers will be available at more than one location at the pool.

Once ready, please wait poolside, keeping socially distant from other customers wherever possible, until the teacher indicates it is time for you to enter the pool. You will be advised to wait at the bottom of the pool just next to where you will get in.

Exiting the pool area after your lesson

After your lesson collect your bag and use the changing tent/pods 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, please wash your hands or use the hand sanitiser provided and make your way to your car/mode of transport. The exit is through the doors in the conservatory, turn left and walk round the house (keeping the house on your left) back to the front to your car.

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