

# Swimming at Heston Hyde 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 Heston Hyde 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 [here](#).

Where the need for face coverings are referred to in this document, children under the age of 11 years are exempt. Please let us know prior to coming to your class if anyone over the age of 11 years is exempt from wearing a face covering so that our onsite team can be made aware.

## 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 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 because the changing rooms will not be available before your lesson for the time being.

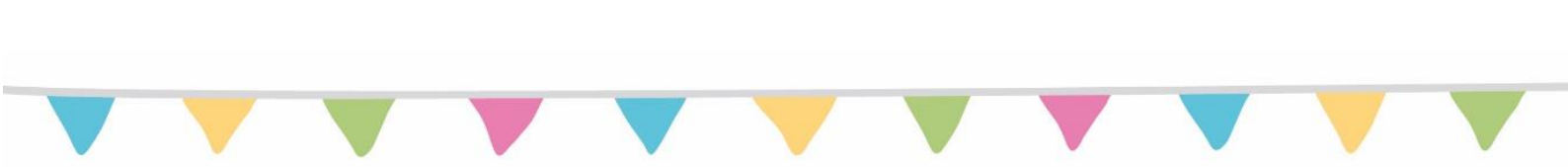
We appreciate that those children still in nappies might need a nappy change just before their lessons. Ideally this can be done in the car before entering the building but if not, please take a change mat to the poolside with you and make sure you have nappy bags and another bag in which to put the nappy bag to ensure there is no waste left visible at poolside.

In most cases, you will be asked to change poolside as changing rooms are likely to be out of bounds so please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside.

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.

## Spectators

We are not allowing poolside spectators to help maintain social distancing in our venues. We will continue to assess this, and our pool spaces and you will be advised if this changes. We appreciate how nice it is for family and indeed friends come to see your children swim but hope you appreciate the need to limit pool access to those who are swimming only.



If you require assistance due to a disability (either your own disability or your child's), please let us know so we can plan arrangements.

By not allowing spectators, we are able to practice social distancing more effectively.

## Changes at Heston Hyde Hotel

Due to the current situation the hotel has made the following changes:

- The hotel is not open to outside guests or drop ins
- Food and beverage outlets are all closed including the hotel lobby bar
- Seating has been removed from the lobby area
- The hotel is only open for residents and private events
- The swimming pool and leisure club are locked and closed except on the days Puddle Ducks are using the facilities.
- Sanitizer stations and social distancing signage have been put the lobby public areas
- If anyone is elderly or has any underlying health conditions/cold/cough – please ensure they do not attend

## Before your swimming lesson

- Free parking is available in the hotel car park. Customers must wear a face mask from the car park to the pool.
- Please enter via the main hotel entrance and sanitise your hands.
- Go directly to the swimming pool area, a member of staff will show you the area to wait before your class begins.
- Please leave your shoes in the designated zone in the waiting area.
- **Changing rooms will be open after your swimming lesson, but not before your lesson. This is due to the need to socially distance and have a one way system in place, and to help us keep groups separate from each other.**
- As all lessons will have a Poolside Assistant, they will be wearing PPE to protect both the customers and themselves.
- Toilets are available, however, we ask where possible toilet trips are done before coming to class, to limit the number of people needing to use the facilities.
- Five minutes before your class begins, our Poolside Assistant will escort you from the waiting area to the side of the pool, so you can disrobe before your lesson. We will then ask you to move your bags to the designated bag area, this is in view of the swimming pool but please do not bring valuables.

## During your swimming lesson

- Relax and enjoy!
- Please do not touch the kit unless you are in a lesson and have been advised by your teacher which set of kit is yours to use for the lesson.
- If you have decided to bring your own kit, this is absolutely fine, bring it round to your entry point and the Teacher/Poolside Assistant will take away our kit so you have space to put yours down in its space.



## After your lesson

- Changing rooms: Maximum of four child/adult pairs per changing area (one male, one female changing area available both containing several toilets).
- Our poolside assistant will manage this when your lesson ends, please be aware that there might be a slight wait for changing rooms.
- 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.
- Please exit the changing room via the one way system, collect your shoes from the waiting area, and make your way through the main exit. All customers must wear a face mask from the pool to the car park.
- Please wash your hands or use sanitiser when leaving the hotel.