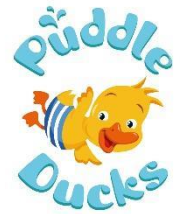


Swimming at Aspire from September 2020



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 Aspire Centre 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](#).

Parking at the venue

Free parking is available in the Aspire Centre car park. If the car park is full, parking on Merton Road is also free at the weekend.

Face coverings

Face coverings are not compulsory, however we do recommend you use a mask whilst on your way to and in the changing areas, please bring them with you and be prepared to wear them if directed to by a member of staff.

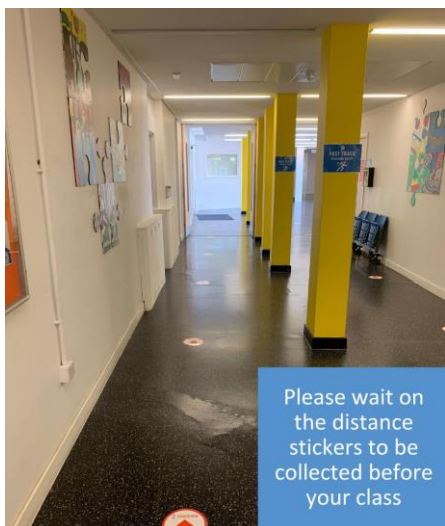
Arrival time

Please do not arrive any earlier than 10 minutes before your lesson starts. This should give you enough time to get poolside and prevent lots of people from waiting in enclosed spaces. Buggies are to be left in the buggy park prior to entering the building.

Entering the building

Please enter through the main entrance. All customers will have their temperature checked on entry by an Aspire staff member and asked to sanitize their hands.

Please make your way to the waiting area, follow social distancing arrows down the main corridor past the changing rooms and wait on the markers until the Poolside Assistant collects you 5 minutes before your lesson. You will then be led through the door that leads onto the poolside.



Entering the pool area

Changing rooms will be open after your swimming lesson, **but not before your lesson.**

The 'dry' changing area is poolside, so we ask that you arrive **swim ready** as detailed below. We have a one way system in place, this enables us to keep within social distance guidelines, keep groups separate and clean between classes.

Once Poolside please keep socially distant from other customers and pool users wherever possible, until the teacher indicates it is time for you to enter the pool. You will be waiting by the side of the pool so please be mindful of your child at this time and we ask that you don't allow them to sit on the poolside.

You will be asked to move your bag to the designated bag area, which is at the far end of the pool.

Should you or your child need to use the toilet before your lesson please speak to the poolside assistant who will check the changing rooms are clear before you access them.

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 in most venues, the changing rooms will not be available before 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 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 the poolside.

You will be asked to disrobe poolside as changing rooms are not in use 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), then you can bring a spectator to help, as necessary. Please inform us so we can make the appropriate plans.

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

Signing in/Letting us know you are here

Your teacher will mark you off on the register when you arrive. All lessons will have a Poolside Assistant, they will be wearing PPE to protect both customers and themselves.

Exiting the pool area after your lesson

After your lesson the Poolside Assistant will be on hand to show you where you can get changed. We have limited the changing room capacity to a maximum of 4 child/adult pairs per changing area (one male, one female changing area are available, both containing toilet cubicles).

We will have additional private areas where changing can take place. 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.

Please exit through the changing rooms making sure to follow the one-way system arrows down to the main exit.

Thank you for your help and cooperation.