

# Swimming at Digswell 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 our Private Pool in Digswell 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](#).

We have put together a video to give you a run through of what things will look like at the pool. Please take a look and ensure that you have read our pool information below – [view the video here](#)

## 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 to handle it in the current situation.

## Arriving swim-ready

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 customers arriving will be heading straight to the poolside and we can then leave the changing rooms free for those changing out of their swimwear.

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.

You will be asked to change poolside for your class 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. We will no longer be able to provide changing mats.

## Spectators

We are not able to have spectators at the pool at this time. This will include having siblings poolside who are in back to back classes. Until guidance changes, we will only be able to allow the child swimming with 1 adult to enter the poolside 10 minutes before the class is due to start. By not allowing spectators, we are able to practice social distancing more effectively.



## Parking at the venue

There are strict parking restrictions in place at this pool due to the council's planning permission. When parking at this venue, all customers must reverse park and please leave as little room as possible in between your cars so that we are able to fit all customers in.

If your class starts on the hour or quarter past the hour i.e 9:00am, 10:00am, 12:00pm, 5:15pm etc please park in the lane marked 'Class A.'

If your class starts on the half hour or quarter to i.e. 8:30am, 9:30am, 11:30am, 5:45pm, etc please park in the lane marked 'Class B'

If you have children in back to back classes, please park in the space that would be for the last session that you are booked in for (if in doubt, please speak to the office)

Street parking is strictly prohibited and will lead to an immediate termination of your Puddle Ducks classes if you are found parking or waiting on the street as this is a direct violation of the planning permission. If you arrive early, there is a car park at the bottom of New Road where you are able to wait.

Please do not park in front of the garages or on the grassy areas and please adhere to social distancing where possible in the car park.

## Entering the building

When entering the pool building, please wear a face covering where possible. You will need to remove all footwear at the entrance door and put them in the shoe storage provided. If there is someone in this area, please form a queue outside the door maintaining social distancing until the area is clear.

## Signing in/Letting us know you are here

Please sign in with the poolside assistant when you arrive. They will be wearing a visor and gloves protect both our customers and themselves.

## Toilets

Should you need to use the toilet please let the poolside assistant. This way, they are able to ensure that the area is clear of people and safe for you to use. Where possible, please use the toilet before your lesson.

## Changing rooms

We have 2 changing areas that will be used for changing out of your swimwear. The teacher and poolside assistant will be able to direct customers as to which changing areas to use. Please change as quickly as possible as there may be other customers waiting to use the changing rooms. Our poolside assistants will also need to regularly clean these areas and due to the parking, customers may be waiting for you to move your car before they are able to leave.



## Entering the pool area

Please sanitise your hands before entering the pool area. When you arrive, please head straight to the waiting area that is at the poolside. Please wait poolside, keeping socially distant from other customers and pool users wherever possible whilst wearing a facemask, until the teacher indicates it is time for you to enter the pool. When the teacher is ready for you, please place your bags next to the large window – please do not place any items in front of the fire exit.

## Exiting the pool area after your lesson

The poolside assistant will be on hand to show you where you can get changed. 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 changed, please make your way to the exit to put on your footwear. If there is someone in this area, please head back to the waiting area at the poolside until the entrance is clear. We ask that you **do not form a queue** by the door as this area is very narrow and the teacher may need to pass by. When you are ready to leave the building, please sanitise your hands and make your way to your car/mode of transport.

## Swimwear, equipment & what else to bring

We are no longer able to loan out spare nappies. Please ensure that all children 30 months and younger or those who are not fully toilet trained are in the double nappy system – a disposable swim nappy (or the re-useable equivalent) with a happy nappy on top. Customers who do not have a happy nappy will not be permitted to swim. You will not need a baby wetsuit for this pool. If you wish to purchase a happy nappy, please use the link below - <https://my.puddleducks.com/shop/swim-nappies>

We are also no longer able to provide changing mats, so we recommend bringing a changing mat along with you for those with younger babies. If you don't have a roll up changing mat, an extra towel works just as well for you to pay baby on.

Our guidance recommends that use of equipment is reduced and that customers should be encouraged to bring their own equipment if possible. However, where customers don't want or feel the need to bring their own equipment or where they forget, there will be equipment available for use. Please see below for guidance as to what equipment bundle would be best for your child's class. If you wish to purchase these items for yourself, we have worked with Splash About to put together a 'kit' with the appropriate equipment for your child's class. You can find these 'kits' here: [https://www.splashabout.com/baby-swimming/puddle-ducks-bundles.html?utm\\_source=puddle%20ducks&utm\\_medium=affiliates](https://www.splashabout.com/baby-swimming/puddle-ducks-bundles.html?utm_source=puddle%20ducks&utm_medium=affiliates)

- A woggle (one long and two short – two short woggles are simply one long woggle cut in half).
- A floating toy (Puddle Ducks will provide floating balls that are easy to clean and don't hold water). If you decide to bring your own floating toy, a duck or other such toy is fine, as long as they are not dirty or showing signs of mould.
- A sinking ring/toy for those children in Little Dippers, Dippers, Dabblers and Swim Academy swimmers.



## Courtesy classes

In order to keep our lessons as safe as possible, we are not going to allow Courtesy Classes to be redeemed via your online account to begin with until we are comfortable that everyone is used to the new procedures. Once these have been reintroduced, we will reset the expiry dates so that you have up to 6 months from them to book into a courtesy class. This way, we help to make sure you always get the number of sessions you paid for. In the meantime, please book your holidays as normal via your online account and should you need to do a courtesy class, please contact the office as they will be able to book you into a courtesy at the current pool where you swim. Once the feature to allow you to book courtesy classes via your online account is enabled, you will be able to book a courtesy class at other venues. We will advise you once you are able to do this.