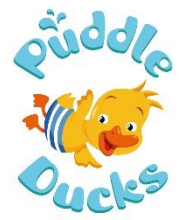


# Swimming at The Noke Hotel from September 2020



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 The Noke 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](#).

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.

It is important that customers do not arrive late for their classes as this will disrupt the arrangements that we have made for the changing rooms. If you do arrive late, you may be asked to wait until the changing rooms are clear before being allowed in.

## 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.

## Spectators

There are no spectators allowed at the pools at any time. By not allowing spectators, we are able to practice social distancing more effectively.



## Parking at the venue

There is lots of parking available at the back of the hotel which is where the entrance to the health and leisure club is. If the car park is full, the overflow car park will be opened. 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. The receptionist will provide you with the code for the changing rooms. You will need to remove all footwear before entering the changing room. Please form a queue outside the door maintaining social distancing whilst removing your footwear and once you have entered the changing rooms, please walk straight through with all of your belongings and shoes to enter the poolside.

## Signing in/Letting us know you are here

You will not need to sign in at reception as the teachers will be ticking off registers.

## Toilets

Please use the toilet before coming onto the poolside where possible.

## Changing rooms

We have a male and female changing room. Both changing rooms are open plan and they will be capped at 6 customers (1 parent and 1 child is counted as 1 person in this instance). Please change as quickly as possible as there may be other customers waiting to use the changing rooms. The staff at The Noke will also need to regularly clean these areas and will need to ensure that the changing rooms - please bear in mind that if there is a female on the front desk, they will need to enter the male changing room and if there is a male at the front desk, they will need to enter the female changing room. We therefore need to ensure that these are clear before they are able to enter – they will knock before entering.


## Entering the pool area

Please sanitise hands before entering the pool area.

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

When you arrive at the poolside, please head straight to the waiting area that is at the poolside. This is located by the wall as you enter the pool area. 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 take all of your belongings with you so that you are able to place them against the wall where you will be entering/exiting the pool.

At the Noke Hotel, the members are being advised of the times of our classes and are being discouraged from using the pool whilst our classes are running. Due to the current guidance and size of the pool, there is scope for 5 members/guests to be able to use the part of the pool that we are not using should they need to. However, historically, members do tend to avoid using the pool at the



time of our classes so we don't envisage this being an issue. There will be staff at reception to help ensure that the number of pool users are managed.

## Exiting the pool area after your lesson

When exiting the pool, please grab your belongings and you can then head into the changing rooms to change out of your swimwear. By this time, the next class should all be at the poolside waiting for their class, so this will ensure that there is no crossover in the changing rooms with those arriving for their lessons and those needing to get dressed. 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 sanitise your hands and make your way to your car/mode of transport. There is a one way system in place, so please follow the signs for the exit. You will not be able to exit via reception.

## 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 lay 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.