

# Swimming at Hilton Avisford Park 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 Hilton Avisford Park 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. 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

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. Please leave your things poolside on benches by the sauna / steam room which are currently out of use.

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 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 at the pool.

Please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in.

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

Spectators are not permitted.

If you require assistance due to a disability (either your own disability or your child's), then you are able to bring a spectator to help as necessary.

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

## Parking at the venue

Please adhere to social distancing where possible in the car park taking care to enter and exit your car away from others.



## Entering the building

Entry is through the gym. Please wear a mask in all areas apart from poolside.

## Signing in/Letting us know you are here

The Poolside Assistant will be present to tick off registers and will be wearing a facemask to protect both the customer and themselves.

## Toilets

Please check with the poolside assistant to access the toilets at this particular venue so they can advise if it is free and so that they know to clean it after each use.

## Changing rooms

The poolside assistant will allocate you a changing room. Male and Female changing will operate on a unisex basis to allow for a max of 3 in each room so you may wish to bring a towelling robe ([e.g. see here](#)) for changing. Changing may also take place poolside next to the sauna / steam room if changing rooms are in use by members.

## Entering the pool area

Please sanitise your hands before entering the pool area.

Please follow the one way system at the pool – many pools are operating a one-way system so that those entering and exiting the pool do not mingle – please ask the Poolside Assistant if you are unsure of the way.

Please wait poolside, keeping socially distant from other customers and pool users wherever possible, until the teacher indicates it is time for you to enter the pool.

## Exiting the pool area after your lesson

You will exit the pool at the steps. 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 ready to leave the building, please wash your hands and make your way to your car/mode of transport through the changing rooms.