

# Swimming at West Grinstead Swimming Academy from 5<sup>th</sup> September 2020



**Address: Cowfold Road, West Grinstead, West Sussex, RH13 8LU**

We are so excited to welcome you 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 West Grinstead Swimming Academy below. Please read it very carefully, and contact us on 01293 978831 if you have any questions.

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

There is plenty of off road free parking at the venue, please adhere to social distancing where possible in the car park.

## Arrival time

Please do not arrive any earlier than 10 minutes before your lesson starts. **It is very important that you arrive on time.** The Poolside Assistant will open the door from the car park to let you in. If you are late there is a possibility that you won't be allowed in for your lesson. We need customers to arrive on time to ensure social distancing measures are maintained.

## Arriving swim-ready

Please ensure you and your child arrive swim-ready, i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. You will be asked to change poolside, so please bring only the essentials (keeping valuables to a minimum, no car seats allowed) and one waterproof bag to put everything in, which will be left poolside in the designated bag areas. If you have a baby, please bring a changing mat for them that can be rolled up and placed in your bag.

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 your 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.

## Spectators

For the time being no spectators are allowed at all on site so that we are able to practice social distancing more effectively. You may have been told that viewing from outside the pool is possible but the pool owner has since advised otherwise in the short term. We will review this on an ongoing basis and hope to be able to lift restrictions in time. 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.



## Entering the building and registration

You will enter the pool hall via the entrance door from the car park, however, please remain in your car until 10 minutes before the start of your class. **Anyone aged 11 or over must wear a face covering to enter and exit the building, before and after classes, unless they are exempt.**

The Poolside Assistant will open the door for customers 10 minutes before your class. Please wait until the Poolside Assistant calls you inside, to give time for the family in front of you to remove their shoes and use the hand sanitiser provided.

Customers must remove their footwear at the entrance, then put in a carrier bag and take with them to their changing spot. Please consider wearing flip flops or other slip-on shoes to make this easier. The Poolside Assistant will mark your attendance on the register and you will be directed to a designated coloured spot poolside for changing to ensure social distancing.

Once you are ready for your lesson, please sit poolside, keeping socially distant from other customers and pool users, until the teacher indicates it is time for you to enter the pool.

## Toilets

There is a large unisex toilet available for one customer to use at a time (with their child if necessary). The Poolside Assistant will help monitor this and ensure the area is cleaned regularly throughout the session. Where possible, please use the toilet before leaving home and arriving at the pool.

## Showers

No showers are available at West Grinstead Swimming Academy.

## Exiting the pool area after your lesson and changing rooms

Separate male and female changing rooms will be available for changing after your lesson with a maximum of three child/adult pairs per changing room. Our Poolside Assistant will direct you to a changing room when your lesson ends. Face masks must be worn in the changing rooms.

We advise that you bring easy, comfortable clothing for both you and your child – items like onesies, hooded towels, ponchos or dressing gowns might be easiest for children to get changed quickly and keep them warm. Parents may wish to bring a large towel or poncho for modesty while changing. Changing time will be limited.

## Leaving the building

When you are ready to leave the building, please do so via the same door you entered from. Please put on your shoes and use the hand sanitiser provided, before making your way to your car.

**Thank you for your support in keeping everyone safe. We hope you enjoy your lessons.**

