

Swimming at Rossington Hall from September 2020



We are so excited to welcome you to this fabulous pool, a brand new venue for us. 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 Rossington Hall Pool 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, ideally this should be reduced to 5 mins. 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. Access to the pool will only be given when the customers in the lesson prior to you are exiting the pool.

Arriving swim-ready

We ask that 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 the main changing rooms will not be available before your lesson for the time being. Dry changing is available in a separate area on entry to the building. You will be shown where to go on arrival.

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 bring a changing 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.

As the changing rooms cannot be accessed before you swim please bring only the essentials (keeping valuables to a minimum) and one bag to put everything in as this will be left poolside whilst you swim. There will be chairs allocated one per customer to use.

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

Unfortunately, we regret that spectators are not permitted at this time. This is the pool's policy.

If swimming with siblings in different classes you are permitted to bring another adult with you who can wait with one child whilst the other swims and then dress the first child who swim after their lesson. You will be shown where to go to “meet” them after the first lesson, please ask the Poolside Assistant to show you before your lesson.

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. Please speak to the Poolside Assistant on arrival about where to get changed.

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

Parking at the venue

There is plenty of parking available just outside the pool building or in the racing college car park (you will drive past this on your way in after you have turned off Great North Road. Please adhere to social distancing where possible in the car park and in walking from your car to the pool and back.

Entering the building

On arrival you will need to enter the pool through the main door.

See picture for what you are looking for on arrival

The venue has asked us to take temperatures of all customers on arrival so the Poolside Assistant will do this before you get changed. Unfortunately, if the reading is "red" you will be unable to swim as this places the pool and other customers at risk.

Signing in/Letting us know you are here

On arrival please wait for the Poolside Assistant to allow access. She will be available to direct you where to get changed and how to access the pool. The Poolside Assistant will be wearing a face covering to protect both the customer and themselves. Please bring a face covering yourself to wear before and after your lesson. The poolside assistant will allow access 10 mins before your lessons starts. Please don't arrive too early to avoid waiting too long.



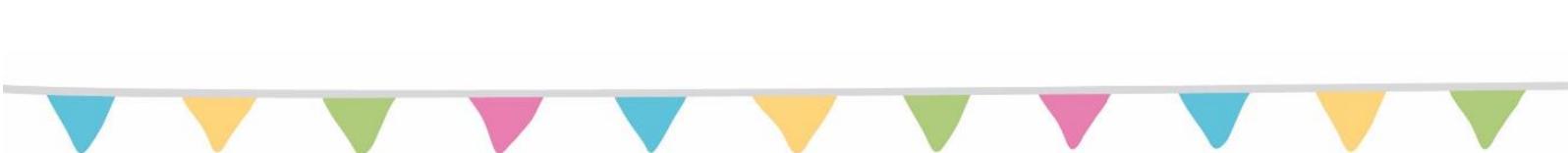
Toilets

Toilets are available in the entrance/lobby, please be aware of social distancing should you wish to use the toilet as you may need to walk past other customers to get to them. Ideally please use the toilet before undressing ready for your lesson.

Changing rooms

Changing rooms will be restricted for use after lessons only. Should customers wish to reduce their time at the pool even more and wish to dress baby on the poolside and adults wear a poncho/gown after the lesson, you may do this poolside if you wish. Please speak to the Poolside Assistant.

Please wear face coverings in the changing rooms.



On arrival you will be asked to undress in a separate area located on the left as you enter the lobby. Please place your belongings in a bag to bring poolside and leave on a chair, which you can collect after your lesson and take into the changing rooms to get changed.

Please get dressed as quickly as possible, we ask that ideally you take no more than 15 minutes to dry and dress after your lesson has ended. Parents and carers, please consider prioritising dressing and drying your little one over yourself. Wear loose fitting clothing that is easy to get on and off or bring a large robe/gown/onesie or similar if you have one.

Entering the pool area

Please wash your hands before entering the pool area. The Poolside Assistant will show you where you can do this. In some cases, it might be using hand sanitiser instead of soap and water. Sanitisers will be available at more than one location at the pool.

Please follow directional signage at the pool – many pools will use 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. You will be advised where to enter the pool.

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. You will be advised where to exit the pool.

Please take all nappies and rubbish with you when you leave.

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.

The same door as used for entry is to also be used for exiting the building. Please take care on leaving in case someone is arriving at the same time.

Thank you so much for your cooperation and helping us keep all customers and team members safe.