

Swimming at Treetops Cottages and Spa, Grasby 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 Treetops 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. As usual access to the pool will only be given when the customers in the lesson prior to you have left 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 on the poolside only.

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.

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 are some chairs that can be used.


We advise that you 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.

For quick and easy dressing may we suggest the use of robes or ponchos where possible.

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 (particularly back to back 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 swims after their lesson. You will be asked to wait to enter the pool hall until the class



swimming in the lesson before yours has exited the pool and gone to get changed. The second child will then be able to get ready poolside.

By not allowing spectators, we are able to practice social distancing more effectively. Thank you for your understanding.

Parking at the venue

There is parking available on site. We separate out the parking by class to ensure customers swimming in the same class park together. Details of the parking arrangements are available on our [website](#). 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 front door (look out for our pavement sign). On entry, please remove shoes and place these on the shoe rack or in your bag to bring poolside with you. Please use the sanitiser provided. You will be permitted poolside to get changed 10 mins before the start of your lesson.

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. The Poolside Assistant will be wearing a face covering to protect both the customer and themselves. Please bring a face covering yourself to wear whilst changing 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


The toilet is on the left in the lobby area as you enter. Please try and use this (encourage your child/ren to do so if out of nappies) before your lesson where possible. 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.

Changing rooms

There are currently no changing rooms at the venue. These will be provided in due course. Poolside changing is available. We have changing tables, loungers and chairs that can be used, and we will space these out round the pool for your use after lessons and will be sanitising them with Milton or Dettol between uses. We do appreciate that not having privacy for changing is not ideal. We do have the use of some extra rooms, by way of a shower room (not in use as a shower) and a sauna (not in use as a sauna!) which can be used for more privacy. Please speak our lovely new Poolside Assistant on arrival and she will be happy to help.

On arrival you will be asked to undress next to the pool and place your belongings which will be kept poolside during your lesson.

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 (ideally less). 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.

Once ready, please wait poolside, keeping socially distant from other customers wherever possible, until the teacher indicates it is time for you to enter the pool. You will be asked to wait next to the windows that overlook the garden whilst the class in the pool exit from the opposite side.

Exiting the pool area after your lesson

After your lesson dress next to the pool or in one of the other areas provide (shower room or sauna- neither will be use). We advise that you bring easy, comfortable clothing for both you and your child – items like onesies, robes and ponchos might be easiest for children to get changed quickly and keep them warm.

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, collect your shoes from the rack and make your way to your car/mode of transport. The exit is through the same door from which you entered.

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