

Swimming at Redhill House Hotel from February 2022



This document explains what moving to Plan A of the Government Roadmap means for your swimming lessons from February 2022. You can be assured that, along with our governing body, STA, we will continue to put your safety and the safety of our teams as our top priority.

Arriving at the pool and changing

- Please arrive no more than 10 minutes before the start of your lesson.
- You and your child should arrive swim-ready at the venue, i.e. with your swimming costume/trunks/swim nappy on underneath your clothes. You will be asked to change poolside and changing areas may be unisex.
- Please bring only the essentials (keeping valuables to a minimum) and **one waterproof bag** to put everything in. If you have a baby, please bring a changing mat for them that can be rolled up and placed in your bag, especially those of you who would normally use a changing table or a bench. Under no circumstances must the sun loungers be used to change your child.
- Showers will be available and are encouraged before your lesson.
- Please leave your bag neatly to one side when you're ready for class, ready to collect post-swim.
- After the lesson, most customers will change on poolside, although there is a small built-in changing room that can be used for a maximum of two customers. A quick change is encouraged.
- We appreciate that some children might need a nappy change just before their lessons. Ideally this can be done before entering the building but if not, please ensure 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

- No poolside spectators will be 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 any class, to help as necessary.

Poolside Assistants

- A Poolside Assistant will be present at Redhill House to assist customers and to clean equipment, changing rooms and touch points in high traffic areas. They will also be registering your arrival.



Face coverings

- Face coverings are advisable when moving around the building and in the changing rooms, but not in the pool, unless medically exempt. Our team members will still wear face coverings as they move around the building.

Hand washing

- Please continue to wash your hands before entering the pool area. At some venues this may be with hand sanitiser instead of soap and water.