



SETTLE AREA SWIMMING POOL

Dear Customers,

I hope you and your families are well.

Firstly, I would like to thank you for your support through the most challenging 16 months in Settle Pools 46 years of service.

The safety of our staff and customers has always been paramount and during the ongoing pandemic it has brought about huge changes to our day to day operations. New policies and procedures were introduced in order to provide a COVID-19 safe facility. Thank you to everyone for working with us to keep you safe and for adopting these new measures. This hasn't been easy and we hope we have made you feel welcomed, safe and you have enjoyed using the pool.

Following the easing of Government guidelines, we wanted to give you an update of our plans regarding the lifting of government Covid-19 restrictions from today (19th July). As an organisation we feel it is too soon to go straight back to where we left off in March 2020. I'm afraid there won't be a huge amount of changes to how we operate but over time these will be regularly reviewed and we will slowly and safely return to a full timetable of activities available 7 days a week.

Online Booking

Firstly, we will be keeping our online/telephone booking system. The booking system and electronic timetable on our website have been one of the few positives to come from the pandemic. We will be accepting "walk in" customers without booking but only where session limits allow. So pre-booking is still definitely advised! Payments will continue to be made by card only but we do not intend to remain a cashless system.

Capacity/Booking Times

We will slowly increase our session capacities. However, we are very conscious that we still want everyone who comes through the door to feel safe and have a positive experience. As tempting as it would be from a financial perspective to increase to maximum capacities, we will always put our customer's health and wellbeing over profits!

Some example capacity changes:

Public swimming – an increase from 10 to 25 swimmers (pre-covid capacity was 45!).

Lane swimming – an increase from 10 to 12 swimmers - four people per lane.

Aqua Aerobics/Hydrolates – an increase from 10 to 20 participants

Booking times for all sessions except Aqua Aerobics, Hydrolates and lessons will increase to 1 hour.

We will review the capacities fortnightly to risk assess and consider any changes we may make going forward.

Do I need to wear a face mask?

As an organisation we still feel we need to play our part and ensure our staff and customers are kept as safe as possible. We will, therefore, be encouraging everyone to keep sanitising their hands on entry and departure and wear a face covering throughout the building but not in the pool hall and pool.

Changing rooms

The changing rooms have been open for all to use. This will continue to be the case, however, we are still encouraging customers to use these areas as quickly as possible. Booking times will continue to be for an arrival time at the pool and departure by a set time. The changing rooms are not very big so it is important that these areas are used as quickly as possible. In addition, we will continue between every booked session to give them a thorough clean.

Arriving beach ready!

We will continue to ask customers to arrive for their sessions in their swim wear ready to go. This will help us to get you quickly through the door, reduce the amount of time needed in the changing rooms and get you into the pool as quickly as possible. Ultimately this measure is to keep you safe. Lockers will now be available for use, however, we will encourage you to continue bringing essential items only.

When will the easing of restrictions come into effect?

Our Summer School Holiday Timetable will commence on Saturday, 24th of July. The above mentioned changes will apply from then. From Monday, 19th through till Friday, 23rd of July we will continue to operate as we are and not include the above changes.

Summer School Holiday Timetable out now! (Saturday, 24th July – Monday, 6th September 2021)

I am pleased to say that if you now head over to our website (www.settleswimmingpool.co.uk) you can now view our full summer holiday timetable. We have put together an extensive number of public swims, lane swimming, family pod sessions, Aqua Aerobics, Hydrolates and Splashing Tots. Something for all the family - all ages and abilities. Book your sessions now!

Whilst our babies, toddlers, school age children and adults take a break from our Learn to Swim Programme we have programmed in a couple of weeks of **Children's Intensive Swimming Lessons** (w/c Monday, 23rd August and Monday, 30th August). Places are strictly on a first come first served basis.

New to the timetable we have **Settle Pools Swim Safe for Kids**. These sessions are to teach our younger swimmers (aged 7 years plus and able to swim 10m) how to stay safe and swim safe with FUN Water Safety lessons. These are also led by our experienced instructors and sessions are dotted about the timetable. Feel free to book one session or more but places are again strictly on a first come first served basis.

Lastly, I'm afraid please note that we do reserve the right to alter, amend or cancel a session advertised in the programme. We are absolutely delighted to be able to start the recovery back to pre COVID times but I'm afraid if COVID restrictions or Government legislation changes then amendments to the timetable and capacities will need to be made.

Thank you once again for your support during this difficult time and please do keep looking for more updates on our website and social media pages. As I have said, we will continue to risk assess and consider any changes which will include our prices and the reintroduction of our monthly swim passes which allow unlimited use of the pool (excluding lessons). Watch this space!

If you do have any questions, please do not hesitate to contact me.

Have a lovely Summer!

Kind regards,

Jenn

Jenn Hodgkinson

Pool Manager