



SETTLE AREA SWIMMING POOL

Terms and Conditions of Entry

(During Coronavirus Pandemic/Applicable: 7th August 2020 onwards)

Please read the following policies and procedures before online booking and making payment. We are following Guidance from Swim England on how to operate safely.

Our social distancing policy must be adhered to at all times. We reserve the right to change our policy as guidelines change.

The safe operation of the facility is our priority; there will be no challenging of these policies with Management or lifeguards. Failure to comply will result in YOUR use of the pool being suspended.

Before leaving home

As part of the first online booking, a Health Survey Questionnaire must be completed prior to first use of the pool. Customers must make the pool aware of any changes to answers on the Health Survey.

- Do not come to the pool if you are showing any symptoms of Covid-19: temperature, cough, difficulty breathing, loss of taste or smell.
- Bring hand sanitiser so you can sanitise during your visit. We will provide sanitising stations at the pools entry and exit points. Please use them.
- To reduce time spent in changing areas please consider the following guidance:
- Arrive ready to swim (private changing facilities will be available for those that require it)
- With the introduction of the new NHS Test & Trace app please can all pool users before entering the building download the NHS COVID - 19 APP and scan our QR Code to check in.
- Once you have finished your swim leave the facility as soon as possible.
- Arriving wearing your swimwear under your clothing will help to minimise time spent in the changing rooms.

Bring any equipment with you such as armbands, floats, goggles and kickboards. Staff cannot lend any equipment out. Ensure you have your booking reference handy, you will need it to gain admission to your pre-booked slot.

Arrival

We ask that all visitors to the pool wear a mask throughout the facility. Please note that masks are not permitted when swimming of course.

Please make use of the hand sanitising station (located in the front entrance) before entering the pool building.

Do not arrive for your session any earlier than 10 mins before the start time. Your booking gives you guaranteed access to that session so there is no need to arrive earlier. We will aim to allow admission for your session 5 minutes before the start of the swimming time to allow for changing etc. If you arrive late for your booked session, no matter what your arrival time is, you must vacate the building by the end time. You must leave the premises within 10 minutes of the end time. We have sessions back to back and cannot allow extra time or lingering.

Where possible arrive 'Beach Ready' this means with your swimwear on under your clothing, this will help avoid the use of changing facilities as much as possible. As usual pre swim showers will be compulsory so please make use of the showers before entering the pool. This will keep the pool clean and is good hygiene practice.

Toilets will be open, if needed please use the toilet before the start of you swim. Of course, if you need to use the toilet during you swim then please do so.

Lockers will not be available for use. We encourage our customers to bring essential items only and a member of staff will provide you with a sanitised container to pop all your belongings in. This container should be brought on poolside with you, taken and left in the designated area within the foyer after your swim.

Respect that people of different standards and abilities will use the pool, respect their right to enjoy their swim.

We have set out the pool to make your swimming as smooth and as SAFE as possible.

General Rules for Lane Swimming, Public and Family Sessions

Lane swim sessions are for competent swimmers who can comfortably swim continuous lengths during their booked period of time.

During our lane swim sessions, if you need to overtake someone please be patient and wait for them to stop at the end of a length and allow you to pass this will help everyone enjoy their swim.

Do not make physical contact with other pool users. Always attempt to maintain an appropriate social distance between yourself and other swimmers.

Spaces in the pool will be allocated by members of staff, there can be no changing places. Ensure you choose a space that best matches your swimming speed.

No overtaking - Please wait to pass swimmers at the end of a length, please be aware of swimmers and allow them to pass you. Before pushing off at each turn, check to see if anyone faster is approaching. Please be courteous to other swimmers and adjust your stoke accordingly, if the lane is busy please avoid Butterfly. Swimming back stroke in a straight line is difficult, if you are not well practiced then please avoid backstroke to help the smooth running of the lanes and avoid collisions. If you need a breather between a set of lengths be mindful that other swimmers will want to continue swimming without stopping. Please move to the left corner of your lane and face the wall not the swimmers. Stay hydrated whilst swimming, bring you own pre filled water bottle labelled with your name. You cannot stop at the end of the lanes for a chat in any circumstances. No diving or jumping in. Please use the ladders provided.

Follow the directional signs for your lane when vacating. Please vacate the pool safely. Post swim showers will be available to rinse off only. Changing rooms will also be available for you to use, however we encourage where possible, to vacate these areas as quickly as possible. Avoiding these areas helps us minimise the risk of Covid-19, Staff will be cleaning the changing rooms regularly throughout the day/in between slots. Please vacate the pool area promptly after your session and within 10 minutes of the end time, we have sessions back to back all day. This will help the smooth running of

pool, staff will be very grateful not to have to prompt pool users on this. Be courteous to the swimmers awaiting the next session we cannot start it until you have vacated the area.

CHILD ADMISSION POLICY

Children must be supervised at all times by a responsible swimmer (16+) in the pool and building.

All children under the age of 14 years must be accompanied into the pool by a responsible swimmer (16+).

The responsible swimmer must enter the water with the children, and supervise them at all times.

Any children who are weak or non-swimmers should wear suitable recognised buoyancy aids, stay in close contact with the supervising swimmer and remain in the shallow end at all times. Parents are requested to ensure that their children wear sufficient nappies where appropriate – these are not available to purchase from the pool. Customers need to bring their own equipment including suitable recognised buoyancy aids. Staff are unable to lend equipment out. The pool hoist and gently sloping steps will be available.

ADMISSION POLICY

Under 4 years: 1 to 1 ratio.

4 to 13 years: 2 to 1 ratio.

Any non swimmers or weak swimmers despite their age will be required to stay in the shallow end of the pool.

Swimmers ability and eligibility to enter the deep end is at our lifeguards' discretion.