



# SETTLE AREA SWIMMING POOL

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Charity Registration Number: 1171790

1<sup>st</sup> November 2020

Dear Customer,

It is with great sadness that I write to advise that *Settle Area Swimming Pool* will close its doors, once again, following yesterday's Government announcement of a second national lockdown due to the Coronavirus Pandemic.

Our doors will close from Thursday, 5<sup>th</sup> of November and will reopen as soon as we are given the go ahead which at the moment is expected to be the beginning of December. We will keep you updated of our reopening arrangements.

## **Lessons**

Please note all lessons are cancelled with immediate effect. We hope the children who have attended this first phase of our Learn to Swim Programme have enjoyed themselves. They have adapted brilliantly to the new ways of working and it has been so nice to see them back in the pool. Unfortunately, this does leave us with 2 weeks of lessons undelivered. Once the pool is given the go ahead to reopen, these lessons will be immediately fulfilled. For those children who were swimming with us in March and new customers who have not heard from us yet. Please don't worry, we have not forgotten you! Due to the restricted bather load, we were unable to accommodate all the children at the same time. Your allocation of lessons still stands and we will be in touch with a start date and to confirm a place as soon as possible.

## **Bookings**

All bookings placed up until our doors close Wednesday (4<sup>th</sup> of November) evening will be fulfilled. We do have one or two spaces available so if you fancy a swim before our doors close please give us a ring tomorrow or Tuesday morning between 10am and 3pm. Online bookings have been temporarily closed.

Any bookings made from Thursday (5<sup>th</sup> of November) onwards will, unfortunately, be cancelled. Refunds will be made back to customer's accounts. Please bear with us as we work our way through these bookings.

Thank you for your support during this difficult time. We are determined to make sure Settle Pool is sustainable for the future and we have some wonderful improvements to the building to tell you about. But as a Charity Registered facility we are currently facing a huge challenge.

If you do have any questions, please do not hesitate to get in touch.

Please stay safe.

Kind regards,  
Jenn Hodgkinson, Pool Manager