

Please read the following policies and procedures before booking. We are following Swim England's Guidance 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

Do not come to the facility if you are showing any symptoms of Covid-19 (temperature, cough, difficulty breathing, loss of taste or smell).

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)

We will be asking everyone to remove shoes on entry to the area for cleanliness and hygiene reasons.

Once you have finished your swim leave the facility as soon as possible.

Shower post swim at home.

Arriving wearing your swimwear under your clothing and showering at home afterwards will help to minimise time spent in the changing rooms.

Bring hand sanitiser so you can sanitise during your visit. We will provide sanitising stations at the venue entry and exit points. Please use them.

Bring any equipment with you such as floats, goggles and kickboards. Staff cannot lend any equipment out. This includes armbands, armbands are available to purchase from the pool office.

Ensure you have your booking reference handy, you will need it to gain admission to your session.

Arrival

Please make use of the hand sanitising station before entering the pool area.

Do not arrive for your session any earlier than 10 mins before the start time. Your ticket gives you guaranteed access to that sessions so there is no need to arrive earlier. We will aim to allow admission for your session 10 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 water at the end time. You must leave the premises within 15 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. Shoes to be removed on entry. As usual Pre swim showers will be compulsory so please make use of the outdoor showers before entering the pool. This will keep the pool clean and is good hygiene practice.

Toilets will be open and available access will be one at a time, 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 be available for use and sterilised once a day. Where possible leave your property on the benches poolside or on the veranda. Property is left at you own risk.

Whilst Using The Pool

Respect that people of different standards and abilities will use the pool, respect their right to enjoy their swim. We have divided the pool into different speed to make lane swimming as smooth as possible. 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. If you notice someone faster than you allow them to pass between lengths. 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.

You may only use the lane that you have purchased a ticket for, there can be no changing lanes. Ensure you choose a lane speed 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 stroke 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 your 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/step provided.

Follow the directional signs for your lane.

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 change outdoors on the grass area or on the veranda under your towel. Bringing a robe with you is a great idea and makes changing easier, as you would if you were going to the beach or for a swim in a river. Avoiding covered/enclosed areas helps us minimise the risk of Covid-19. If you prefer to use the changing rooms you can do so, staff will be cleaning them regularly.

Use the side gate to leave the facility not the stair well. The side gate is located near the grass area and is clearly signposted. Please vacate the pool area promptly after your session and within 15 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 and around the pool area. All children under the age of 8 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 aqua nappies where appropriate; these are available to purchase from the pool office.

ADMISSION POLICY

Under 4 years: 1 to 1 ratio – if children are wearing armbands, ratio moves to 2 to 1.

4 to 7 years: 2 to 1 ratio – if all children wear armbands the ratio moves to 3 to 1.

8 years and over: Unsupervised. 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.