

## **FAQs**

Your child's swimming lesson will be at the same time and day as before the shutdown.

You will be credited for lessons you missed at the end of December.

Your child will need to arrive "beach ready" meaning they need to arrive wearing their swimming gear and just need to put their belongings in lockers.

All lessons will include a transition period to allow the teachers to clean their equipment.

All equipment will stay at the teachers teaching area and not travel around the pool.

Children are encouraged to bring their own equipment where possible.

All swimming teachers will teach from the side of the pool and will only enter the water for an emergency.

All teachers will enforce 2 metre social distancing throughout the lesson.

### **Covid Aqua Ed Session Etiquette**

Do not attend the Centre if you have any Covid-19 symptoms

Please use the hand sanitiser available upon entry to the building

Arrive beach ready in your swimming costume.

Pre shower at home before traveling to the pool where possible

Where possible bring your own equipment

Exit the pool when instructed to by a member of staff

If showering after the activity, customers should maintain a safe distance from each other

### **Spectating**

To keep in line with the governments social distancing guidelines, the viewing gallery is open to use while wearing face masks.

Any parent whose child is over the age of 8 must drop their child off at reception/poolside and then wait outside the centre where possible. You will then be able to collect your child up from reception after they have changed.

To keep in line with the current guidance, we will only have swimming lessons running at the time. We will be closed to all other casual swimming.

If your child is under the age of 8, as per our admissions policy, you must stay in the building. Chairs will be put out 2 metres apart on poolside for you to spectate from.

Please visit Stevenage Swimming Centre's Facebook page for a virtual walkthrough video so your child knows what to expect when they return to their lesson.

### **Your visit**

Before you visit the centre, you will need to turn up "beach ready" meaning you need to come ready to get into the pool.

When you arrive you may need to queue outside the building, we have marked out 2 metre gaps for you follow social distancing guidelines. We have also marked out 2 metre intervals throughout the entire building.

You must wear a mask to enter the building unless exempt

You will need to sign in with the receptionist as you normally would.

We have put in a one-way system for you to follow:

From reception you will need to head up the right side of the corridor to access and drop off children to poolside.

From here you will need to remove footwear and carry your belongings onto poolside. The lockers will be available to put your belongings in. Please follow the directional arrows to guide you around the one-way system. Back to the entrance via the opposite side of the corridor.



Teachers will be staying on poolside and children need walk straight to and from their lesson place. Once your lesson has finished, your child's teacher will clear their part pool. Your child is to follow the same directional signage back to the changing village to get changed. Signage will then direct you the route to leave the building.

### **Deep end**

Your child should follow the green arrows to their lesson and the red arrows after their lesson back to the changing village.



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**Shallow end + Small pool**

Your child should follow the green arrows to their lesson and the red arrows after their lesson back to the changing rooms.



Parents can take their children directly to the changing village from the small pool.

**What we are doing to keep you safe**

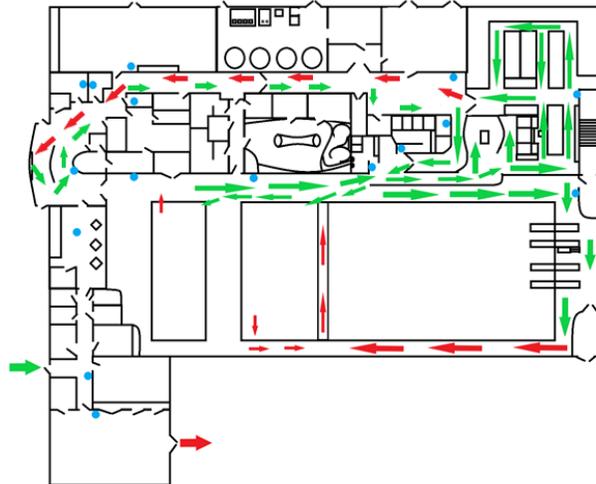
We have increased our cleaning regime to regularly disinfect common contact points.  
We are routinely disinfecting all of the changing village and customer areas.

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The pool will be closed prior to the start of AquaEd swimming lessons to thoroughly clean and disinfect the changing village and customer areas.

We are disinfecting all lockers after their use.  
We have reduced the amount of people we allow in the pool so you can keep a safe distance during your visit.  
We have spread out hand sanitiser points around the building for all to use.  
All of our lifeguards have been trained and updated their first aid to keep everyone safe.  
All toilets are one person at a time. With added hand sanitiser. Blue paper towels have replaced our air hand driers.

**Please refer below to the buildings one-way system.**  
**The blue dots represent hand sanitiser points**



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**Stevenage Swimming Centre Covid Awareness Leaflet**

**Aqua Ed**



Welcome back to Stevenage Swimming Centre, we are glad to be able to welcome you back into our centre to enjoy the use of our facilities.

We are sure you are aware that there are restrictions that we have had to put in place to ensure you can enjoy your visit in the safest way possible

This leaflet will explain our control measures on how we are going to keep you and our centre's staff safe during your visit.