



Swim School Guide

Update April 2021



To protect yourself and others during your visit, face coverings are mandatory in all areas of the centre. (Unless you are medically exempt)

Please adhere to Social Distancing Measures.

- Please arrive “Beach Ready” – In costume ready to swim
- Please refrain from entering the Centre until **10 minutes** before your session time
- At this time, only 1 parent per child is permitted to attend lessons
- Check in with reception on the way through to receive your band (if required) & confirm your booking
- Once confirmed, please make your way down to the Health Spa, keeping **left** throughout the Centre
- Changing facilities will not be available before sessions (except for Parent & Baby. You will be directed to a free cubicle)
- Please stand on one of the marked spaces in the Health Spa, filling the corners of the room first, and disrobe ready for your activity

For children over the age of 8, they may queue and enter poolside by themselves if you feel they do not require supervision

- A member of staff will direct you onto poolside 2 or 3 minutes before your booked lesson time to proceed to your class area
- For Main Pool sessions, please head to the right in an anti-clockwise rotation
- For Teaching Pool sessions, please head to the left following the red wall
- You do not need to have the same chair & cubicle every week. Please use the next available chair as directed by the teacher
- Once seating/changing has been allocated, parents must make their way to the viewing balcony unless asked to remain on poolside by the teacher. You may take your child's bags etc. with you
- You must not leave your items in your allocated cubicle as they will get wet
- A maximum of 18 people are allowed on the poolside balcony
- Face Coverings must remain on for the duration of your visit (unless exempt)
- Parents, please return to the Health Spa **5 minutes** before the end of the session, ready to collect your child



Please sanitise your hands when entering & exiting pool viewing areas

- Classes run for 25 minutes to allow time for cleaning and to control building flow
- We cannot assist with caps and goggles at this time

Private Lessons

- Follow all entry procedures but make it clear to reception that you are booked in for a Private Lesson
- Collect your receipt from reception as proof of payment
- When you arrive at the changing village, please let a member of staff know that you have a Private Lesson and they will direct you to a separate waiting area
- Private Lessons must be booked & paid in advance. No payment means no booking
- Private Lessons can be booked by contacting Swim School Admin on **01256 302204** or via email on **dolphin@mybst.org**

Please leave your name, number and child's name in all communications

- At this time, we can only book 1 x 30 or 60 minute lesson at a time, 7 days in advance
- 2-2-1 Lessons are available for those in the same household/bubble
- Private lessons must be cancelled no less than **24 hours** before the booked lesson time via Swim School Admin & the Teacher
- Private lessons cancelled less than **24 hours** before the start time will not be refunded
- Private lessons cancelled more than **24 hours** in advance will remain in credit to use another time

ALL

- At the end of your session, please move to your allocated changing cubicle/area
- The showers on poolside are available to rinse off only – no soaps or shampoos please
- Once in your allocated cubicle, please spend no more than **10 minutes** in the changing village where possible
- Please then exit the Centre keeping left in all area's

Enjoyed your visit?

We hope you enjoy your visit and would love to have your feedback. Comment cards have been made available in the Changing Village

If you wish to email feedback, please contact Swim School on Dolphin@mybst.org