

Customer Journey

- Access for swimming lessons will be through the reception. Please arrive on time and walk through to the changing areas. No need to stop at reception as the swimming teacher will register the child/children.
- Customers must sanitise hands on entry and exit.
- Customers should keep to the left in corridors etc when walking through the building
- Various sanitising and cleaning stations are located throughout the facility.
- Customers should leave the premises as soon as they can, exiting back through reception and out the front door

Bookings

- All children must be booked into swimming lessons in advance. Swimmers that were in lessons prior to lockdown will be giving priority.
- Bookings can be done via online or by telephone.
- Any payments for lessons must be paid in advance.

Swimming

- Where possible please arrive 'beach ready' to avoid queues and congestion in the wetside changing area (come ready changed with costume under clothing).
- Please ensure that your child/children have suitable swimwear on.
- Please ensure that your child is changed and ready a few minutes before the lesson is due to start. To help comply with maximum capacities in the westside changing rooms, children going in for a lesson will be taken onto poolside before the group finishing goes into the changing room. If your child is late please note that access may be denied.
- Children should be able to go to the toilet unassisted, should they require to use the toilet facilities during their lesson.
- HLH encourage customers to shower at home before and after swimming. Showers will be available if required but are limited so children should spend the minimum amount of time possible getting showered/changed
- Lessons will be 25/30 minutes long.
- We are trying to limit the number of parents/guardians in the changing rooms to comply with our capacity numbers, with that in mind can we please ask that where the child/children are capable of changing themselves that the parents avoid entering the changing areas.
- Lockers will be in use for secure storage of your belongings.
- Spectating is not permitted, we ask that parents/guardians leave the facility or alternatively book into an activity/fitness session for the duration of the lesson.

Face Coverings

- A face covering must be worn by all customers when in indoor communal areas, except where an exemption applies (as defined in the legislation), or where there is a 'reasonable excuse' not to wear a face covering such as eating or drinking and exercising/undertaking physical activity. This is a mandatory requirement.
- HLH Staff will also wear face coverings during swimming lessons. At times they will remove the face covering briefly to either give an instruction, reply to a radio communication or to take a drink.