



Customer Journey

- Entry and exit for the swimming pool is from the main entrance. Note that for lunchtime swims entry will be via the side library door. Staff will be on hand to assist.
- Customers must sanitise hands on entry and exit.
- Customers should adhere to social distancing and directional signage while visiting the facility.
- Various sanitising and cleaning stations are located throughout the facility.
- Customers should leave the premises as soon as the session is finished following the designated routes.

Bookings

- No drop in visits will be accepted so please do not turn up at the facility without booking.
- All activities must be booked in advance. Bookings via online or by telephone. All-inclusive and budget members can book up to 7 days in advance, Pay as you go members can book up to 3 days in advance, any payments must be paid in advance.
- All activities have maximum numbers in place to ensure social distancing can be adhered too.
- Please arrive on time for bookings. Avoid being early as queues should be avoided and if late access may be denied.

Aquacise Classes

- Sanitise your hands on entry to the changing rooms.
- Equipment will be sanitised for you before you arrive and after you leave.
- Class numbers will be limited. The coach will help you find the right place to start the class so that you maintain the correct social distance for classes (3m)
- On entry to the pool, fill class spaces from the back of the class to the front thus preventing customers having to pass each other.
- Use toilet before class to reduce likelihood of needing to exit mid class as social distancing must be adhered too. There will be access to the dry side toilets from the games hall, social distancing must be adhered to.

Swimming

- Please arrive 'beach ready' (come ready changed with costume under clothing).
- HLH encourage customers to shower at home before and after swimming. Showers will be available if required but are limited for quick pre and post swim rinse only.
- Pool sessions will be 45 minutes long (last swim of the day will be 30mins). Entry for each session will be staggered to avoid queuing and assist with social distancing.
- Initially pools will be used mainly for lane swimming (double width lanes with restricted numbers of 8 per lane and new direction signage in place) and Aquacise only.
- 2 double width lanes will be available for lane swim. All strokes are permitted in pools now.
- Maintain appropriate social distance between yourself and other swimmers and do not overtake moving swimmers - allow faster swimmers pass you at the end of the lanes.
- You must arrive on time. Please be aware you may be denied access to the pool if you are late.
- Access to the changing facilities will be through the door in the foyer, all swimmers must access the pool hall via the door beside the male toilets and exit the pool hall through the door beside the female toilets.
- Entry and exit points to and from the swimming pool will be at the shallow end. Social distancing must be adhered to.
- A number of lockers will be in use for secure storage of your belongings
- Spectating is not permitted

- Sauna, steam room and spa are not currently in use
- Maintain social distancing while in changing areas, whilst on poolside and when in the water. Avoid stopping for prolonged periods of time at the end of lanes.

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. Some exemptions to this are: staff at a reception with 2m social distancing and a screen & staff that can keep over 2m from customers when performing lifeguarding duties.