

# INVERNESS LEISURE

## LEARN TO SWIM SCHEME GUIDANCE

High Life Highland are delighted to inform you that Learn to Swim lessons for school-age children will recommence at Inverness Leisure from the week beginning Monday 26<sup>th</sup> October 2020.

Your safety is our top priority – in line with Scottish Government and Scottish Swimming guidance we have implemented a range of measures so that Inverness Leisure is a COVID-19 secure place for your family to enjoy.

When you come back you will notice that the centre looks and feels different with new procedures, layouts and enhanced cleaning regimes.

Help us to keep our communities safe, by carefully reading the following guidance.

### Bookings:

- At present spaces are limited to those who were in lessons before lockdown – we have a new timetable to carefully manage the flow of customers in the facility, and allow enhanced cleaning.
- Existing pupils have been allocated a new space – we cannot guarantee that it will be the same day/ time as before.
- Lessons will resume at a reduced capacity, so pupils will attend every second week until further notice. Pupils have been organised into 'Odd' and 'Even' weeks – further details will be found on your confirmation email.
- All-inclusive memberships must be re-activated before your first lesson – please find information online at <https://www.highlifehighland.com/make-changes-membership/>
- Budget and Pay-As-You-Go customers should top-up when required by calling reception on 01463 667500 (option '0').

### Swimming Lesson Key Points:

- Children under 8 years of age must be accompanied by a parent/ guardian.
- A socially distanced spectator area will be available. Only one parent/ guardian will be permitted with no other family members.
- Children 8 years of age and over, can enter the facility unaccompanied. At this time, we strongly encourage parents/ guardians of that age group to wait outside the facility.
- All children should arrive 'beach-ready' – with costume already on underneath their clothing. No access to the changing village will be permitted before the lesson.
- Swimming lesson customers will have to shower at home.
- Our swim teachers will deliver all lessons from the poolside. There will be no 'hands-on' teaching in line with social distancing guidelines.
- Children 11 years of age and under, do not need to socially distance in line with Scottish Government guidelines.
- Children aged 12 years of age and over, do need to socially distance. Alternative provision will be offered for this age group, to enable safe participation until the restrictions are relaxed.

### Customer Journey:

- Please arrive no earlier than 10 minutes before your lesson is due to start. If you are late access may be denied.
- A one-way system is in place for your safety, please follow directional signage and staff instructions.
- Access for swimming lessons will be up the ramp leading to main reception.

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- Hand sanitising stations are located throughout the facility, all customers must sanitise hands on entry and exit.
- You/ your child will be asked to check-in at reception before being allowed to proceed.
- No access to the changing village will be permitted before lessons. Customers will be directed up the ramp, towards the upper deck health suite and spectator seating area overlooking the competition pool.
- No lockers will be available, so please only bring essentials and no valuables. Spectating parents/ guardians will need to look after belongings. If child (8+) is unaccompanied they should bring a bag to store their belongings, which will be kept on poolside during their lesson.
- Toilets will be available – but advisable to go beforehand at home.
- We will organise the spectator seating area, competition pool and changing village into zones. Please note the zone your child is allocated, as this determines which part of the pool their lessons will take place; where spectating parents/ guardians will sit; and where the child will get changed after the lesson.
- As soon as the child is ready for lessons, they should go to their designated zone on poolside. Any parents/ guardians will then take a seat in the same zone of the spectator area.
- Half-way through the lesson, any spectating parents/ guardians will be asked to go to the designated zone in the changing village and wait in a cubicle. At the end of the lesson children will be escorted to meet their parent/ guardian.
- No showers will be available. Children should towel dry and change, before leaving the facility promptly.
- Please follow the directional signage to the temporary exit beside the pond, leading to the front of the facility and car park.

### Face Coverings:

- A face covering must be worn by all customers over the age of 5 when in indoor communal areas (certain exemptions apply as defined in the Scottish Government legislation) – children are not required to wear the face covering during their lesson.
- Swim teaching staff will 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 – they will do this at a safe social distance.

### Swimming Lesson Feedback:

- Please do not approach the swimming teachers before, during or after a swimming lesson. If you have a question or would like feedback on a child's progress, please email us at [inverness.leisure@highlifehighland.com](mailto:inverness.leisure@highlifehighland.com) and one of the team will get back to you.

### COVID-19:

- Do not enter the facility if you or your child is unwell. Follow NHS Scotland guidance if you have symptoms of COVID- 19.
- Please respect social distancing at all times while in the facility, for the safety and comfort of other customers and our staff.

\*If you or your child has additional needs or requires disabled access including changing facilities, please advise a member of staff who will happy to help.

\*\*This guidance is subject to change.