

INVERNESS LEISURE

ADULT & CHILD SWIMMING LESSON GUIDANCE

High Life Highland are delighted to inform you that Adult & Child swimming lessons for pre-school children will resume at Inverness Leisure from the week beginning Monday 26th 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:

- Adult & Child swimming lessons must be booked in advance by calling reception on 01463 667500.
- An 8-week block is available – commencing from Monday 26th October, and ending on Friday 18th December.

Adult & Child Key Points:

- Parents/ guardians are required to be in the water, including at Stage 5 (4-5 years old). Our swim teachers need to remain a safe distance from children and parents/ guardians. For this reason, parents/ guardians will need to go in the water for Stage 5 as a temporary measure until social distancing guidelines are relaxed.
- A ratio of 1 parent/ guardian : 1 child is required.
- No spectators will be permitted.

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.
- Hand sanitising stations are located throughout the facility, all customers must sanitise hands on entry and exit.
- You will be asked to check-in at reception before being allowed to proceed.
- Go down the ramp leading to the leisure waters and changing village.
- A family changing cubicle, and locker will be allocated to each parent & child. If you have a pram this can be stored safely in the cubicle while you take part in the lesson.
- Showers will only be available for a quick rinse, and we ask that customers change and leave 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) – you will not be required to wear the face covering during the lesson.

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- 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 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 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.