

SWIMMING LESSONS UPDATE

Hi Everyone, its been great to see many of you back in lessons the last couple of weeks, and hopefully if you are still to return, we will see you in the near future.

We want to thank everyone for being patient, and most importantly **#BeKind** where possible.

It has been a challenging time for staff, as we are not at full compliment of staffing, and we are keen to do the right thing in these uncertain times, which can be difficult when there are changing guidelines and expectations.

So far, we are delighted to say that things have gone to plan, but we are constantly reviewing, listening to feedback, and of course changing what we do based on the guidelines in place. So please understand if something changes from one week to the next.

We do understand that some customers are finding the following issues, and below we have explained the reason:

Lack of showers

- There are a few reasons for this. It is not possible to socially distance effectively in the showers during lessons. It will create groupings larger than 6. Limiting the numbers in the showers will not work from a practical point of view as it will lead to long waiting times.
- We do understand that this is an issue for parents, and we are keen to reintroduce the showers as soon as the guidelines allow or is safe to do so.

Limited availability of times and days and levels

- Due to the current max capacity of 50 in an indoor area at one time, we are restricted to a max 4 classes at one time. We would have had 7-8 levels at each time previously, so there would have been double the current availability. We have introduced classes at the earlier time of 2.55pm and also added days in Churchfield to try to increase availability.
- If the allowable capacity increases indoors, we will review. We also have to consider the changing areas/entry/exit etc, so at the moment we will continue with the current availability to promote safety.

Having to sit in the viewing gallery during lessons

- This is the only space large enough to allow distancing and ensure no grouping or crowding. It is also the most appropriate place for viewing the lessons. Please be mindful of the heat on poolside which is necessary to maintain pool water temperature.

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Having to wait outside/in car before lessons

- To minimise crowding in the changing areas, and allow each session of lessons to enter/exit the pool separately. It also minimises the time people spend in the changing areas, so we are controlling the flow in/out of the changing areas as best we can. We understand that on wet days etc that this will be an issue. We can ask that people arrive dressed if possible and only go to the changing areas 5 mins before the lesson start time.

Important Communication Notice

A reminder to anyone that has not returned. As you are no longer enrolled in any service, we will no longer email/contact you directly after this email. If you do not plan to return to lessons at this time, then please remember you can use any outstanding credit on your account for general swim/family or gym visits.

You can keep track of all other news by following our social media channels, or by downloading our App that will allow you to book visits and also get alerts/news updates.

If you are currently enrolled in lessons, we will continue to use email as the main form of communication, so please ensure you keep your email address correct and up to date at reception, and add LeisureWorld emails as a "safe sender" to prevent emails going to spam.