

# HELLO!

# ACTIVE NATION

## Quays Swimming NEW Pool Operating Procedures

This information sheet is here to help answer any questions you may have regarding the start of swimming on Monday August 10<sup>th</sup>

### **Pre-Swim**

- Swim Sessions are bookable via the app
- You are advised to have a shower prior to arrival (Swim England Guidance)
- Please come 'beach ready' – Swim costume under clothes to allow quick change (Swim England Guidance)
- Sessions can be booked for an hour
- Those that do not want to book or unable to can check in at reception. You must be added to the system for track and trace and monitoring of numbers.

### **Arrival to Reception**

- Please use the steps to the left of the lift as you look at the building from the front. The other set of steps will be for exit only.
- Arrive early as there might be a queue
- Two members of staff will be serving all visitors that come in. The additional staff will assist the flow of visitors and this will be reviewed regularly.
- Reception staff will check if you have a pre-booked session
- If you have not pre-booked then you must be added to the system for Track and Trace purposes. It will also allow us to track the numbers in the pool.
- If you need the toilet then please use the toilet in the changing room, and not reception.
- Once checked in you can advance to the changing rooms
  - Entrance is to the left as you look at Reception –enter via the previous exit gate which will be left open.
  - Whilst walking down the corridor please adhere to the arrows which will keep you to the right-hand side of the corridor

### **Entering the Changing Rooms**

- There is a one-way flow in the changing rooms to ensure there is limited crossing. Directional signage will be available for you
- Lockers are not in use in the Changing Rooms – Please gather your belongings and advance to poolside where there is storage available
- Please use the bench seating to remove clothes and into swim wear (under clothes)
- Toilets will be available prior to entering the pool area
- When leaving the changing room please move towards the pool area where a hand sanitizing station will be available
- Advance through the open double doors (first set) and onto poolside.

**Active Nation UK Limited**  
1b Hatton Rock Business Park  
Stratford-upon-Avon, Warwickshire, CV37 0NQ

**Telephone**  
+44 (0)8456 588 360

**Website**  
[activenation.org.uk](http://activenation.org.uk)

JUMP  
PLAY!  
FLEX!  
ENJOY!  
DIVE!  
SWEAT!  
SPLASH!  
SWIM!  
RUN!

**Entering Main Pool Poolside**

- Please use the hand sanitizer available prior to walking through the open doors
- Sauna and Steam Room are out of use (Swim England Guidance)
- Once onto poolside there will be directional signage guiding you from Shallow End to Deep End on the nearside
- Storage for clothes will be available in 3 locations depending on which lane is convenient
  - Nearside of the pool on the bench seating
  - Along the deep end of the pool – Storage boxes available to keep clothes dry
  - Along the far side of the pool on the bench seating
- Once you have located a storage place for your clothes you may enter the pool from three locations
  - Deep End nearside for the closer lanes
  - Deep End farside for the far side lanes
  - Shallow end nearside – this is only available for those that need the accessible steps

**Swimming Activity**

- There will be 4 double lanes in the Main Pool – a combination of Slow, Medium and Fast Lanes – Lifeguards will manage the lanes based on demand for speed
- Each lane has a maximum of 10 per lane – Signage will be available, and Lifeguards will manage this with visitors
- Normal lane etiquette will apply and is managed by the Lifeguard
- One Lifeguard will be placed on Poolside – they will be located on the far side and in a high chair to supervise the pool
- Should there be an emergency a second Lifeguard will be available on the Dive Pool. A third Lifeguard will be available off poolside and will be available for assistance. Other team members available will include, Team Leader, Cleaner and Gym Supervisors
- Lifeguards will be on radio to call for assistance if required
- Should a Lifeguard be supporting another visitor then they will call another member of staff to poolside to deal with questions – Lifeguards will always maintain concentration on the Main Pool.
- Exit from the Main Pool will be in the Shallow End only
- Once you have exited the pool
  - Walk around the pool using the one-way system until you reach your belongings
  - Continue to walk in the same direction until you reach the entry point to the pool
  - Exit the second set of doors (different to the entry set) to head back to the changing room

**Exit through the Changing Room**

- Please respect the one-way flow around the changing room
- Showers will be available for a quick shower
- Cubicles will be available for a quick change
- Hand and Hair Dryers will not be available (Swim England Guidance)
- Exit the changing room using the same door you entered

# HELLO!

# ACTIVE NATION

## Exit the building

- Please advance back down the wet corridor following the signs to keep you to the right of the corridor
- Exit through Reception via the access gate just after the Duty Manager Office (previously the entry gate)
- Please walk to foyer area keeping to the left as per the directional signage
- Exit using the steps to your left as you look at the lift – this is one-way out with no one coming up the steps.
- You will now be in the car park and can leave safely

### Active Nation UK Limited

1b Hatton Rock Business Park  
Stratford-upon-Avon, Warwickshire, CV37 0NQ

### Telephone

+44 (0)8456 588 360

### Website

[activenation.org.uk](http://activenation.org.uk)

JUMP  
PLAY!  
FLEX!  
ENJOY!  
DIVE!  
SWEAT!  
SPLASH!  
SWIM!  
RUN!