



FAQ's

1. What are the new safe measures in place for swimming lessons?

- We are limiting the number of classes and participants in the pool at any one time
- Teachers will not be teaching in the water
- There will be new routes into the swimming pool and children will be asked to come 'swim ready' with their costume on under their clothes in order to reduce need for changing rooms prior to lessons
- Changing rooms will be unavailable prior to the lesson and available for quick changing after the lesson
- Spectators will be limited to those of children under the age of 8, and to one adult accompanying one child
- Spectators will be asked to wear a face covering in the viewing areas
- Changing rooms will be cleaned after each lesson
- Any equipment in use during the lesson will be cleaned after each lesson

2. Will I be able to use the changing rooms before and after lessons?

- To help protect all visitors and staff members, we're trying to limit the number of potential touchpoints for people using our facilities and make access to swimming pools as easy as possible. Changing rooms will only be available at the end of the lesson, and we ask that children are towel dried and changed as quickly as possible to allow us to clean the changing rooms ready for the next class.

3. Can more than one parent/guardian spectate?

- Only one adult can accompany a child into the building if their child is under 8. They can then spectate in the viewing areas provided
- Where necessary, an additional spectator from the same household may be permitted on the discretion of the centre staff. This will be for childcare, accessibility or disability support during swimming lessons.

4. What are the new cleaning measures in place for Swimming Lessons?

- Hand sanitisation stations upon entry
- Increased cleaning of touch points
- Lesson equipment minimised and cleaned in chlorinated water between classes
- Changing rooms cleaned between each lesson



- 5. What does swim ready mean, and do I have to drive home in my wet clothes?**
 - Swim ready means we are asking you to arrive at the pool already wearing your swimming costumes underneath your clothes and where possible having pre showered at home. We are encouraging swimmers to do this to minimise the time spent in the changing areas. We are also encouraging swimmers to shower at home after their swim to minimise time spent in the changing areas after a swim.

- 6. Why aren't the teachers allowed to teach in the pool?**
 - Swim England guidance at this time suggests that teachers should not teach children in the water. We are following this guidance, and all other guidance from Swim England on the return of swimming lessons.

- 7. Are swimming pools safe from Covid?**
 - All our pools are maintained and disinfected in line with industry guidance.

- 8. I am not ready to let my child back into swimming lessons, can I continue to freeze my Direct Debit?**
 - Unfortunately not as this will take up a place in lessons that another child may require. If you don't wish to bring your child back to swimming lessons, you may cancel without charge. Please email swimming@wiltshire.gov.uk or alternatively contact your centres reception team.

- 9. When you closed back in March, I had already paid for a month of lessons – will I get this credit?**
 - Yes, the credit that was generated by your payment in March will offset the provision of lessons in September when we restart. Your payment for October will come out on the 5th October as normal.
 - If additional lessons were missed as a result of the closure in March then these will be adjusted in your October direct debit.



10. What happens to my membership if my child's swimming lesson is not starting back up yet?

- Your membership will remain frozen at this time and no payments will be taken from your account until swimming lessons are confirmed to return for your child.

11. How will my child's progression be assessed when they return to swimming lessons?

- The first few weeks we will solely be focusing on water safety and water confidence due to the children having an extensive break from regular weekly swimming lessons. During this time teachers will monitor progress but there will be no movement to higher stages. We reserve the right to move a child to a lower stage if safety is compromised. This will be done as a final resort.
- If you have any question regarding your child's progress, please email swimming@wiltshire.gov.uk with your child's name and swimming site, we will endeavour to help you. To maintain social distancing, you will be unable to communicate with your child swimming teacher on site at the time of their lesson.



If you have any further questions we haven't addressed please do contact us at swimming@wiltshire.gov.uk

