



## 2020 Summer Season – Terms and Conditions

Please read the following policies and procedures before booking. We are following Swim England's Guidance on how to operate safely. Our social distancing policy must be adhered to at all times. We reserve the right to change our policy as guidelines change.

**The safe operation of the facility for you and for all of our staff and volunteers is our priority – there will be no challenging of these policies with Management or lifeguards, failure to comply will result in YOUR use of the pool being suspended.**

Planning our re-opening has not been simple, we regret we won't be able to please everyone, but we will do our best to ensure that we get you swimming again. We also want families to come and have fun, but that will be stage 2.

### General

All sessions will be 1 hour long, starting on the hour between 7am and 6pm, with up to 45 minutes swimming time. We reserve the right to change this if necessary and to ensure everyone's safe use of the pool. Swimmers and poolside will be socially distanced. There will be 3 extra wide lanes for slow, medium and fast swimmers – please book the appropriate lane. No spectators – please contact us if you need a carer poolside.

The café and kiosk will NOT be open and there will be no drinks, food or other sales on site.

We will have an extensive cleaning regime but changing rooms/toilets may only be cleaned once per session – there will be spray cleaner for you to use and hand sanitiser around the site.

There will be no season tickets this season – we just can't guarantee when you will swim. There will be just 2 prices, both cheaper than last year – £4 peak, £3 off-peak:

Peak	7am, 8am, 12noon, 1pm, 5pm, 6pm
Off-peak	9am, 10am, 11am, 3pm, 4pm
Clubs	7pm, 8pm, 9pm

We will be closed between 2 and 3pm for cleaning and staff changeover. There will be aquacise Friday 9-10am when there will be no fast lane.

We THINK we can financially survive this season on this basis, but it will depend on how busy the sessions are – so please support this new normal otherwise we reserve the right to make changes.

There will be an online booking system and a telephone booking system (each will allow us to operate a track and trace system). There will be a booking fee for use of these systems – sorry, this is out of our control. Payment will be by bank card with your booking. We will not be accepting cash. Sessions will be released at 10am each day for the same day next week (please bear with us as we launch these new systems). ALL sessions will have to be pre-booked – no booking, no swim:

Online:	<a href="https://bookwhen.com/beccleslido">https://bookwhen.com/beccleslido</a>
Telephone:	07561 607263 (10am - 12noon, from Monday 20 <sup>th</sup> July)

Swim England guidelines suggest a maximum bather load which is far reduced from our normal capacity. To start, we will operate at an even lower capacity to make sure that social distancing and all of our new systems work as we expect, and then gradually increase numbers as it is safe to do so.

We are sure you will all have a view on how we could have done things differently – but we have had to make difficult decisions in order to re-open in a way that is both safe and manageable. We have consulted with many of our users and so we hope you will go with this new normal, and we will fine-tune our processes and introduce any changes and new sessions just as soon as we are able.

## Before leaving home

Do not come to the facility if you are showing any symptoms of Covid-19 (temperature, cough, difficulty breathing, loss of taste or smell) or if anyone in your household or 'bubbles' is doing so.

To reduce time spent in changing areas please consider the following guidance: arrive ready to swim (private changing facilities will not be available pre-swim). Once you have finished your swim we also ask that you leave the facility as soon as possible. If you can arrive and leave in a robe and wear your swimwear under your clothing and shower at home afterwards this will speed up your entry and exit and will help to minimise time spent on site and use of the changing rooms.

**Please bring hand sanitiser so you can sanitise during your visit. We will also provide sanitising stations at the Lido entry and around the site. Please use hand sanitiser before and during your visit.**

Bring any equipment you need with you such as floats, goggles and kickboards. Staff cannot lend any equipment out and our kiosk will not be open to purchase items. Ensure you have your booking reference handy, you will need it to gain admission to your session.

## Arrival

Please respect social distancing at all times – keeping 3 paving slabs between you and the next person is a useful guide.

Please make use of the hand sanitising station before entering the entrance ramp and before entering the pool area.

Do not arrive for your session any earlier than 10 mins before the start time and you will not be allowed on site earlier than 5 minutes before your booked session. Your ticket gives you guaranteed access to that session so there is no need to arrive earlier. We will aim to allow admission for your session 5 minutes before the start of the session to allow for changing etc. Strictly no entry later than 10 minutes after the start of your session – we have limited parking so please make sure that you leave yourself plenty of time to park your car and get to the Lido but avoid congregating close to the entrance and maintain social distancing at all times. If you arrive late for your booked session, no matter what your arrival time is, you must still vacate the water at the end time. You can leave the water earlier if you wish. You must leave the premises within 15 minutes of the end time and before the start of the next session. We have sessions back to back on the hour and cannot allow extra time or lingering.

We will be operating a strict one way system at all times, which will be clearly signposted. Because of the size and layout of our site there will be one cross-over through the one way system – this will be clearly sign posted and please maintain social distancing while crossing.

Where possible arrive 'Beach Ready' – this means with your swimwear on under your clothing. This will help avoid the use of changing facilities as much as possible. The showers will not be available before your swim so if you need to do so, please shower before leaving home. This will keep the pool clean and is good hygiene practice.

Toilets will be open and available – access will be one at a time. If needed please use the toilet before the start of your swim. Of course if you need to use the toilet during your swim or afterwards then please do so. Toilets will be cleaned regularly but please also use the sanitiser that will be provided.

Lockers will be available and sanitised after use. You can also leave your property in the locker changing area but please respect social distancing. Property is left at your own risk. Please make sure all your belongings are in a bag.

## Whilst using the pool

There will be a clearly signposted one way system into and out of the pool.

Respect that people of different standards and abilities will use the pool, respect their right to enjoy their swim. We have divided the pool into different speeds to make lane swimming as smooth as possible. If you need to overtake someone please be patient and wait for them to stop at the end of a length and allow you to pass. If you notice someone faster than you allow them to pass between lengths. This will help everyone enjoy their swim.

Do not make physical contact with other pool users. Always attempt to maintain an appropriate social distance between yourself and other swimmers. The new lane lines are socially distanced and will help you to stay so.

You may only use the lane that you have purchased a ticket for, there can be no changing lanes unless you are instructed by a lifeguard, in which case you must do so. Please book a lane that best matches your swimming speed.

No overtaking in the fast or medium lanes – please wait to pass swimmers at the end of a length. Please be aware of swimmers and allow them to pass you. Before pushing off at each end, check to see if anyone faster is approaching.

Please be courteous to other swimmers and adjust your stroke accordingly. NO butterfly! Swimming back stroke in a straight line is difficult – if you are not well practiced then please avoid backstroke to help the smooth running of the lanes and avoid collisions.

If you need a breather between a set of lengths be mindful that other swimmers will want to continue swimming without stopping. Please move to the left corner of your lane and face the wall not the swimmers. If you need to stay hydrated whilst swimming, bring your own pre-filled water bottle labelled with your name. Our kiosk will be closed and no drinks or food will be available.

You cannot stop at the end of the lanes for a chat in any circumstances and no diving or jumping in. Please use the ladders/steps provided. Follow the directional signs for your lane. Avoid where possible use of the middle or deep end steps but if you have to use them then please maintain social distancing on poolside and re-enter the pool or exit the pool area at the shallow end.

### Vacating

Please respect social distancing at all times – keeping 3 paving slabs between you and the next person is a useful guide.

Please vacate the pool safely. Post swim showers will be available to RINSE OFF only – please no shower gel or shampoo. Changing rooms will also be available for you to use, however we encourage you where possible to change outdoors in the changing area under your towel; or bringing a robe with you is a great idea and makes changing easier, as you would if you were going to the beach or for a swim in the river; or why not stitch 2 old towels together into a pull over robe? There will be chairs in the outside changing area which will be sanitised between each session. Avoiding using or lingering in covered/enclosed areas helps us minimise the risk of Covid-19. If you prefer to use the changing rooms you can do so, staff will be cleaning them regularly.

There will be a clearly sign posted exit through the end double gates to leave the facility (not the turn stile/ramp) – please advise a member of staff if you need help leaving by the end ramp. Please vacate the pool area promptly after your session and within 15 minutes of the end of your swim and before the next session starts (all sessions start on the hour and we have sessions back to back all day). This will help the smooth running of the Lido and staff will be very grateful not to have to prompt pool users on this. Be courteous to the swimmers awaiting the next session who may be arriving on site as you leave – because of the size and layout of our site there will be one cross-over through the one way system – this will be clearly sign posted and please maintain social distancing while crossing.

### Disabled and Special Needs visitors

Please contact us in advance to discuss your needs and we will do our best to accommodate you.

Please enjoy your swim and we can't wait to see you again.

We hope to introduce family fun sessions and accommodate any special needs as soon as we are safely able to do so, as well as open our toddler pools.

Many thanks for your understanding and if you have any concerns then please do raise these with a member of staff or by email to [info@beccleslido.com](mailto:info@beccleslido.com).

The Directors and Management

Beccles Lido

16 July 2020