

1. **Why can we not use the changing rooms?**  
Unfortunately, they are not large enough, and we need to maintain social distancing to ensure our customers and staff are kept safe.
2. **Why can I not watch my child?**  
We are only allowing children 8 and under to have parents spectating to keep to socially distancing measures and we believe children over 8 are old enough to use the toilets and follow the rules on their own.
3. **Can I take my child to the toilet?**  
Yes- escort your child to toilet and follow the one-way system. Your child can then return back to swimming lessons however you will next to exit the building and follow the one way system.
4. **How do I pay for my swimming lessons?**  
Either online through Cap 2 or over the phone.
5. **I have forgotten my child's hat, what do I do?**  
You must purchase a new hat or unfortunately we cannot let your child have their swimming lesson.
6. **Can I buy a swimming hat?**  
Yes, however we would **prefer** card only
7. **I left my child's trunks at the pool how can I get these back?**  
Unfortunately, these have to be destroyed due to the guidelines issued by Swim England, we cannot keep any lost property.
8. **If I am late do, I get a refund?**  
No unfortunately it is your responsibility to turn up on time.
9. **Can I shower at the pool?**  
No unfortunately the showers are out of use.
10. **What does beach style ready mean?**  
Do I have to leave wet? Swimmers must come with their costumes on under their clothes, after the lessons have finished no changing rooms will be available, swimmers will be required to quickly put on a dressing gown or a towel and leave the building.
11. **Are you sure that cleaning equipment in water is sufficient?**  
Research has been carried out on this subject and the Pool Water Treatment has published this information.

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

- Sanitise hands on entry
- Masks must be worn by spectators
- Equipment is sanitised after each lesson
- Toilets are cleaned regularly
- Increased cleaning of touch points

**13. What are the new safety measures in place for swimming lessons?**

- We are lowering the numbers in the water and the numbers of spectators
- We do not have helpers in the pool anymore
- Staff will be wearing visors
- Cleaning equipment regularly
- One way system around the building

**14. What is the format of Gayton Swimming Lessons?**

- Line up outside 5 minutes early “beach ready”
- The Marshal will show you how to enter the building and use the one way system to get around the pool
- Lessons will commence for 25 minutes
- After 20 minutes a whistle will blow to inform teachers are 5 minutes from finishing the lesson
- When the lesson has finished children will pick up their belongings wrap up and exit the building
- Parents with children under the age of 8 can spectate , however due to social distancing measures children aged over 8’s parents will need to wait outside the building and collect them at the front door when the lesson is over.
- There will then be a 5 minute cleaning slot between each lesson

**15. Why have you reduced your time to 25 minutes?**

Due to strict guidelines we must have cleaning slots between lessons.

**16. Can more than one parent/ guardian spectate?**

Unfortunately not, we must keep customers and staff safe.

**17. Can people who are shielding return to swimming?**

People who are shielding must comply with the latest government guidelines

**18. What if I want to speak to a teacher or make a complaint?**

We ask the all enquiries; complaints are either emailed to us or you can pick up a form from our team and post it into our enquires box located by the exit

**19. What if I think my child is in the wrong class?**

If this is the case, please email [office@lsst.org.uk](mailto:office@lsst.org.uk)

**20. What is your track and trace policy?**

We have all details of both swimmers and parents, if we have a case the building will close for a deep clean and anyone in the building or has visited that day will be informed

**21. Can I bring my pushchair onto poolside?**

Unfortunately, we cannot allow pushchairs on poolside

**22. Can I leave my child and come back?**

No as lessons are only 25 minutes, we would prefer you to wait either in the building (under 8's) or in the car park.

**23. I have forgotten to change my child, what shall I do?**

Our changing rooms are not open, please can you change your child in the car or pop a towel over them whilst they change.

**24. Can I get my child out early?**

No, we would prefer all children to stay for the duration of the lesson

**25. Do I have to wear a mask?**

Yes please

**26. Can I leave my shoes on?**

Please wear flip flops (that have not been worn outside) or be prepared to take shoes off