



Wales National Pool Swansea
Pwll Cenedlaethol Cymru Abertawe

COVID OPERATING BOOKING INFORMATION & ADDITIONAL ADMISSIONS GUIDANCE

- The sessions must be booked in advance.
- Bookings can be made via our online platform or by phone. Sessions will be released 7 days in advance. You can also book in person but ONLY as you leave a pre-booked session, you must NOT come to site just to book. You will receive a confirmation of your booking by email.
- Members can book up to 7 days in advance and non members can book 24 hours in advance (payment must be made at the time of booking).
- We understand that spaces are limited and demand is high, therefore to ensure fairness the maximum number of slots bookable per week (7 days) is 3 per customer.
- Only one session per day is permitted.
- If you require use of the accessible changing room this can be booked online when you book your session. (As a courtesy to other customers please only book this if you really need to).
- Pullbuoys and kickboards are permitted. Fins and paddles will be permitted in sessions where the 25m split is open and lanes will be allocated in the 25m split for this.
- The session duration (60 or 90 minutes) **is total in facility time**. Entry to the facility will be no earlier than 10 minutes before the start time of the session for check in; and you must be clear of the changing village by the end of your booked time. The lifeguards will blow a whistle to clear the pool in advance of this. i.e. your session includes changing time and you will be asked to leave the water in advance of the end of the session
- Please use the locker paired with your cubicle.
- If you require use of lift or pool hoist, please tell the concierge when they check you in and they will facilitate this for you.
- For family sessions, the 23m split or training pool will be sectioned into 4. Each family will be allocated a group changing room.
- WNPS will retain your booking details for 28 days for test, trace and protect Wales purposes. Although face masks or coverings are not the main protection against Covid-19, in accordance with Welsh Government Guidance we ask you to wear a mask within the dryside areas of the facility, unless you have a good reason for not doing so. Masks are not permitted to be worn in the pool.
- It is acknowledged that good hygiene and maintaining a distance are the best protections. To help with this WNPS will supply sanitiser, conduct enhanced cleaning and restrict the number of people within the facility.
- If you need to cancel a booked session, we ask you to do this as soon as you can to allow someone else to book on in your place. Ideally cancellations should be 24 hours in advance. Late cancellations will be treated as no shows.

- Due to the number of no shows we have sadly experienced we have instigated a 3 strike policy. If you fail to show for 3 booked sessions, then your membership and ability to book will be suspended for 14 days. There will be no refund or membership extension in this instance.
- If you are required to self-isolate and are unable to attend a session please let us know or cancel your session as soon as you can, allowances will be made in these circumstances.
- Failure to adhere to the fair access 3 session per week rule will be treated as a breach of the terms and conditions of use and a strike will be issued.

Admittance is strictly in accordance with our terms and conditions and the covid specific revisions are detailed below. Please ensure that you have read and understood this information.

Admissions Policy

Supervision in public sessions

In accordance with CIMSPA guidelines, children under the age 8 must be supervised by a responsible adult at all times anywhere within WNPS. (This has been amended for Covid-19)

Children's use of the pool ratios are as follows:

- Under 4's - 1 Adult to 1 Child
- Under 13's - 1 Adult to 2 Children
- Over 13's - No Adult Company required
- A recognised age for an Adult is 16 years of age

Healthy Swimming

Please stay away if you :-

- have tested positive for COVID-19 in the last 10 days
- are waiting for a COVID-19 test or the results?
- have any of the following symptoms?
- A New, continuous cough*; a high temperature or fever; Loss of, or change in, sense of smell or taste? (* A new, continuous cough means coughing for longer than an hour, or three or more coughing episodes in 24 hours. If the patient usually has a cough, it may be worse than usual)
- live with someone who has either tested positive for COVID-19 or had symptoms of COVID-19 in the last 10 days?
- Are required to quarantine on return from a trip abroad in line with current Welsh Government requirements.

We are asking you to arrive beach ready wherever possible. This means we are asking you to have showered and to have your swimwear on when you arrive. We do still want you to preshower before entering the water.

To help us maintain the best possible water quality, please use the toilet, ensure you've washed your hands remove excess make up and take a full body shower before entering the water. This allows us to ensure our water quality is of the highest standard, reduces the risk of contamination and reduces the amount of pool water treatment chemicals we need to use. We may refuse you entrance to the pool at this time if this is not adhered to.

Please refrain from swimming for 48hrs after clear of symptoms if you have suffered from vomiting or diarrhoea.

If you have been diagnosed or have been tested for Cryptosporidium or Giardia please refrain from swimming for 14 days after being clear of symptoms or unless the test is negative.

Babies and toddlers are required to wear appropriate swim nappies. WNPS advocates the use of the double nappy system. This is wearing a waterproof swimming nappy with a swim nappy cover worn over the top. Any baby or toddler suffering from vomiting or diarrhoea should not be taken swimming until clear of symptoms for 48 hours.

Customers with muddy footwear should get as much of the dirt off their footwear as possible before entering the changing village. Under no circumstance must muddy footwear be worn in the shower areas.

Swimming Aids and play equipment

Other than in a supervised sessions no person who requires the use of swimming aids/flotation aids is permitted to access the 50m or 25m split pool or the 23m split at a depth of 2m

For family sessions clean play equipment designed for the use in swimming pools such as small water balls, watering cans/cups, squirty toys, woggles, dive toys, floats are permitted as long as they are not used in such a way that they cause any inconvenience or annoyance to other customers. WNPS will not be providing equipment at this time.

The use of inflatables, other than those designed as flotation aids is not permitted at all.