



Where do we go when we arrive at the lessons?

Please drop your children off at the tent at the side of the pool building. You will collect them from this area and then access the indoor changing space.

My child is very nervous about coming swimming, what do you do to help this?

We understand that some children may be nervous about attending their lessons and we have plenty of procedures in place to help them with this. Our friendly team of teachers and lifeguards will be on hand to welcome your children. If your child isn't settling we will come to get you!

Are spectators allowed?

Unfortunately we have a no spectators policy in place for a number of reasons, if you have any concerns please drop us an email so we can put your mind at ease. Unfortunately we do have to be quite strict with this policy due to the limited space available at Imber Pool.

Do we have to wear face coverings at Imber Pool?

Yes please! We have a lot of young staff who may not yet be vaccinated, and due to the climate and spacing in the pool we think it's best that we all keep wearing masks for the time being.

What measures are in place to keep pools safe during the COVID-19 pandemic?

Firstly, no one should enter the facility if they, or a member of their household, has, or have, any signs or symptoms of COVID-19 or are in a situation where they should be self-isolating and all government guidelines should be adhered to. We have increased cleaning frequency in all areas of our centres, social distancing measures are in place and hand sanitizing stations and cleaning stations are available throughout the facility. Equipment use will be limited where possible, however, all equipment used for lessons will be thoroughly cleaned before and after use,

What happens if I miss a lesson or need to self-isolate?

Anyone that has been told to self-isolate, should not attend swimming lessons (or enter the centre) and must follow government guidance. As per our terms and conditions, no refunds or credits are issued for absenteeism. Should long term illness or hospitalisation prevent you/your child from attending the programme, please email the pool manager who can review this on a case by case basis?

What does my child need to come swimming?

All children must wear a well fitting swimsuit, a hat and bring some goggles with them. Our hat policy is in place regardless of gender of your child. If your child has a verruca please keep this covered until it is fully healed. Children may bring a towel to poolside to put around them after their lesson if you wish.

How long is my child's lesson?

All lessons are 30 minutes in length and we do ask parents to be prompt with collection as your children may get chilly waiting for you and our lifeguards need to be watching the next set of swimmers in the pool!

What are the codes of Conduct at Imber Pool?

We ask that you help maintain a clean pool environment and remove shoes when entering any pool building and no food to be consumed on poolside or in the changing rooms. Please refrain from taking photos or videos of swimmers and please respect our no spectators policy throughout your child's lessons.