

Dear Members,

Thank you for your patience during the reopening of the pool. It has been great to see so many of you back and supporting us. The pool team cannot thank you all enough, without you and your support we wouldn't have been in the position we are in to welcome back all our swimmers, teachers and lifeguards and the support is being felt across the club as a whole. It is without a doubt that we still have challenges ahead and we want to reassure all our members that we are dedicated to keeping Imber Pool COVID secure and will be increasing our protocols to reflect this. Our main priority is keeping all our pool users and staff safe.

We understand your frustration that booking at times has been a little tricky and we have been working extremely hard to ensure that the demand is met. As always, we are following the daily updates closely and will make adjustments to the timetable as and when we can, but this must always be guided by the guidelines being set by all our governing bodies, and in the current situation we are unable to increase the timetable immediately.

**In the immediate term, From Saturday 3<sup>rd</sup> October we are limiting bookings to only 1 30 minute slot per member per day, unless bubbled with another member. We will also be adding an extra 30 minute swim to the Wednesday morning, this will be reflected on our booking system;**

**[Imberpoolswimmingpool.checkfront.com/reserve](https://Imberpoolswimmingpool.checkfront.com/reserve)**

Please may we also remind you that the doors to the pool will only be opened at the start of the swim time and not before, this is always due to the lifeguards working as hard as possible to get the pool as safe as possible for you to enjoy, so please can we ask that you be patient no matter who is on the side of the pool. Where sessions are busier, we will only be inviting one person or bubble in at a time to prevent unnecessary grouping of people of different households when preparing for entry into the pool. We will monitor closely who enters the pool at what time to ensure all members get the same amount of water time. **Facemasks and coverings are now mandatory in all pool areas unless or until you are in the water, this includes putting your mask back on after your swims to enter the changing room and whilst changing.**

For the time being our extended procedures need to remain in place. Please see below the procedures for entering and exiting the pool:

- **All Persons over the age of 11 must wear facemasks in the tent and pool areas until you enter the water.** – This is for the safety of everyone at the pool, staff and customers.
- **All swimmers must arrive beach ready.** There are no private changing areas for pre-Swim.
- **All Swimmers must be in their swimwear ONLY before entering the pool door-** We are trying to reduce the amount of contact people have with each other, we cannot have groups gathering at the allocated hooks taking clothes off.
- **Swimmers will not be invited onto poolside until the session start time.-** Lifeguards have a large amount of tasks to complete to keep the pool and the environment safe for you so please be patient.
- **Please bring with you ONE bag to place your clothing and personal items in.** This bag may be brought onto poolside and hung on a hook provided.
- **Only floatation aids will be available.** We encourage you to bring your own equipment, toys etc to sessions.
- **Please refrain from putting your outdoor shoes inside the pool building.** Please wait until you have exited the changing room areas.

Additionally, please can we remind all members of our admissions policies.

- Members are only permitted to bring a maximum of 2 guests with them per visit. Any guests over this number may not be admitted to the pool.
- Membership cards are ONLY valid for those on the card. You must present a valid photo card for EACH member, if you cannot present this and the main office can not verify your membership you may be refused entry.
- Members are asked to scan the track and trace QR code on entry to the pool.

It has been great seeing so many new and familiar faces being able to make use and enjoy the pool being reopened. **We will keep these new measures under constant review and we understand that as we enter into colder weather adjustments will need to be made. These will be made and they will be done in a COVID secure way.** Please do bear with us while we make these plans.

Whilst we appreciate these new procedures are frustrating at times they are in place to ensure the ongoing safety of both our customers and our staff and will hopefully help to keep us open throughout the coming months. We will continue to monitor government and governing body guidance and any further changes will be communicated with via membership email, or by following us on Facebook and instagram @in\_the\_imber\_pool

Kind Regards,

Phil & The pool Team.