

Dear Members,

Whilst we wait for notice from our government on which Tier Elmbridge will be placed in on our return it is clear that we are once again able to look forward to **welcoming you back to Imber Pool from Wednesday 2nd December 2020.** We are currently in preparation performing a deep clean of the pool side and tent area's, increasing our security measures and bringing some much-needed Christmas spirit to the pool.

Our new Timetable (attached) will be in force from this date and bookings for swims will begin from Wednesday 25th November 2020. Bookings can only be made 1 week in advance. We will be releasing our festive timetable in the coming weeks

We have outlined below the key points for returning to the pool in December for the safety of you and our staff can we please ask all members to read these points closely to make the return as smooth as possible.

1. **All Swimmers (Adults, Children and babies) will need to arrive with swimwear underneath clothing** ready to change and enter the pool inside the arrival tent.
2. **Swimmers may wear a towel or robe into the building and a pair of flip flops.** We want to keep everyone as warm and safe as possible during the winter months.
3. **Contactless payment** must be made prior to entering the pool following the presentation of a **Valid membership card** anyone unable to present a valid card will be charged guest rate for their swim and may be refused entry if not with a member.
4. **Please use the hanging hooks provided** Please try and limit the amount of items you bring with you. Gathering at the hooks will not be permitted.
5. **Outdoor Shoes are strictly prohibited in the tents and changing rooms,** bringing mud into these areas increases the risk of bringing contaminants into the building and pool water from the mud and forcing us into an unnecessary closure.

6. **All adults must be wearing a face covering at all times in the tented and pool areas**, unless you are exempt this includes on poolside and inside the changing rooms.

7. **We encourage you to bring your own toys or equipment** we will only have floatation aids available for use. Unfortunately we cannot accept large inflatables, but other toys and games are allowed

8. **All bathers will be temperature checked on entry** via the forehead and any person exhibiting symptoms and an elevated temperature or a “red” level temperature will not be allowed to swim.

9. **Indoor Changing facilities will be allocated after your swim.** Lifeguards will be entering the changing rooms after 5 minutes, this is to clean and sanitise before the next bather or family enter the changing rooms, Please be aware we have both male and female lifeguards entering so please inform them if you are not finished changing.

10. **Showers are available for RINSE ONLY**, due to the increased cleaning procedures between customers we cannot allow bathers to have full showers. Changing rooms and showers are available for a quick rinse and go.

11. **Please only put your outdoor shoes on inside the exit hall** This will enable us to keep our changing facilities clean and sanitary for all our other bathers.

It pains us to have to enforce such strict rules, but we know how well the system works as we have been through it before, and our aim is to keep all our customers and staff as safe as possible as we can so we can avoid another potentially devastating closure. We thank everyone for your support and patience as we work through these challenging times.

In the Meantime we do hope you are all keeping safe and well and we hope to see for some festive swimming before the Christmas break. If we need to make any further changes following guidance from either the government or our governing body we will be in touch.

Kind Regards

Phil and The Pool Team