The following measures and procedures have been implemented to ensure a return to swimming lessons are safe and practical at Lifestyle Eastfield.

The measures cover each step of the participant’s journey from arriving to site and leaving again. These measures will always be in place and remain under continual review. SLLC will follow the guidance from the Scottish Government and governing bodies. Procedures will be updated as and when the guidance changes with the gradual lifting of social restrictions.

**General customer rules & key points to stop the spread of Coronavirus**

Do not come to the pool if you are showing any symptoms of COVID-19 (temperature, cough, or loss of taste or smell), you can find the latest guidance om NHS inform [www.nhsinform.scot](http://www.nhsinform.scot)

People who are symptomatic should self-isolate for 10 days and household members for 10 days as per NHS guidance.

No one who is self-isolating should attend a sports facility or activity.

A face covering should be worn before and after your activity, in communal areas of the facility such as reception, changing areas and corridors.

Please use the hand sanitiser provided as you enter the facility.

**Before your child’s lesson**

- You should arrive at the facility no earlier than 10 minutes before the start of your session.
- Arrive “beach-ready” i.e. with your swimming costume underneath your clothing.
- Enter the building via the left-hand side doors at the main entrance.
- On arrival your name will be checked against the booking records for Test & Protect protocols.
- Parents who are not attending the changing village with their child should ensure that the child knows to follow the floor markings onto the poolside and also where the designated building waiting area/pick up point will be. (Area to the right of reception) If in doubt where this is, please ask a member of staff.
- If your child requires assistance to get changed, please follow the floor markings onto the poolside. Swimmers will then be allocated a dedicated cubicle for the session. Swimmers will then get changed and leave their belongings/clothes in that cubicle. Only one parent/guardian will be able to assist their child to get changed but must remain in the cubicle with them.
- Before entering the pool, all bathers are asked to take a quick pre-swim shower.
- Toilets are available however, due to space, these can only accommodate 1 person. You may need to wait outside the toilets. Please do so by leaving plenty of space for passing.
- Your child’s teacher will meet your child at the entrance to the pool.
- Parents/guardian should then make their way out of the changing village at the earliest convenience. As there is no viewing area, we ask parents to either wait in their vehicles until the lesson is over, or there will be socially distanced seating available within the social work area (to the right of reception as you enter the building).
During the lesson

● All teaching will be conducted from the side of the pool.
● Teachers will have to maintain social distancing from their pupils and wear a face covering.
● Teachers will no longer be able to assist with putting on/off or adjusting goggles. Please practise this skill with your child before you return to your swimming lessons.
● Use of equipment will be kept to a minimum and any equipment such as floats will be suitably disinfected before use and will not be shared during the course of the lesson.
● Unfortunately, there will no longer be an alternate learning activity at the end of the lesson due to limiting the use of additional equipment.

After your swim session

● After the lesson is over swimmers should make their way directly to their cubicle without showering and get changed quickly.
● Parents/guardians, who have to assist their child get changed, should be ready to receive their child 5 mins before the end of the lesson from the designated pick up point which is the along the front of the showers at poolside.
● Parents/guardians should re-enter the changing village again from the café – poolside door as they did before.
● Only one parent/guardian is allowed in the changing village with their child.
● Parents/guardians should again remain in the cubicle until both child and parent are ready to leave.
● We would strongly encourage parents/guardians of older, more confident children to wait outside the changing village in the designated waiting area to minimise any chance of congestion.
● Please do not congregate at any time in the changing village area.
● Once changed children and parents/guardians should exit the changing village as soon as possible.
● Hairdryers will not be available.
● We understand that you may not have seen friends and family for a while but please catch up with them once outside the building.

How to make a booking

All sessions must be booked and paid in advance. No walk-in bookings will be taken.
Booking website: www.silcbooking.co.uk

If you have an account but have forgotten your password, click “forgot password” link to reset.

If you have never had an online account before you will require your member ID to get started. This is different to the number on your card. If you require this please email us at southlanarkshirelifestyles@southlanarkshireleisure.co.uk

Swim, Fitness, ACE or Activage members can book their sessions 7 days in advance.
Pay-as-you-go customers will be able to book 5 days in advance.

Swimming Lesson FAQ’s

How to I restart group swimming lessons?
All those who were in the lesson programme prior to lockdown will have received an email with a link to restart. These emails were sent out in December. If you did not receive this please email us at southlanarkshirelifestyles@southlanarkshireleisure.co.uk
When will my direct debit start?
1st January. The swimming lesson programme guarantees 45 lessons per year and payments are divided equally over 12 months direct debits.

I no longer want to be a swim lesson member, what do I do?
We are sorry to see you go. Please let us know in writing by emailing our membership team at cancellations@southlanarkshireleisure.co.uk

My concession card has expired, how can I get it updated?
Concession cards that expired during the lockdown period will automatically be extended. Thereafter, as a temporary measure, proof of continuing eligibility or for new applications should be emailed to Customer Services (customer.services@southlanarkshireleisure.co.uk)

Will my child be offered the same day and time?
Due to the new restrictions we have had to stagger start times and extend our programme over a longer period. It is likely your day will remain the same, but your start time will change.

Can I change my child’s lesson?
Initially we will be looking to allocate days and times around existing bookings due to the limited spaces available. Once everyone in the programme, who is interested in returning has been in contact we will be able to review possible changes.

Will changing rooms and showers be available?
The changing village is open and sanitised regularly in between users.
Pre-rinse showers are encouraged. This is to protect the chemical balance of the water.
No post-swim showers will be permitted. This is to ensure a fast change-over and to avoid a bottleneck where social distancing would be difficult to manage.

Will hairdryers be available?
No

Why have pre-school not restarted?
Under covid guidance, teachers are not allowed to enter the water and must remain socially distant from the swimmers. We hope to restart these lessons at a later date.

My child would need assistance to go to the toilet during a lesson, how would this work?
Your teacher will notify the lifeguard who will radio reception who will notify you in the seating area.

I would rather not stay during the lesson, what should I do?
Upon arrival let the member of staff at the reception know this and ensure we have the most up to date contact number. Parents of under 8’s must remain in the building or car park. Children 8 and over may attend without a parent.

Can a sibling spectate with me?
Ideally each swimmer will only be accompanied by 1 adult, but we understand that in some instances this may not be possible.
If you are bringing an additional child, you will be able to wait in the seating area.