

Keeping our Swimming Members Safe – Swimming Pool & Hot Tub Safe User Guide (19/7/21)

Since the very beginning of the pandemic our number one priority has been the safety of our guests, members, spa customers, our team and our wider community.

In terms of arrangements for swimming post July 19th, we have spent time, as a team, working out the next best steps for everyone at Budock Vean. Our goal, as ever, is to remain open and ensure people can enjoy some lovely leisure time with us.

However, you will likely have read about the significant rise in infection rates, not expected to peak until mid-August, operational challenges caused by staff having to isolate and general problems with staffing levels in hospitality. These challenges mean we will be continuing to take a cautious approach for the time being and keeping many of our measures in place.

In addition, we have a large number of advanced bookings already in place for the pool and so we will continue with the booking system and the use of lanes in the pool, but with the addition of an extra lane to provide more capacity.

We will review the situation with a view to changing the arrangements from August 1st.

Pool, sauna and Hot Tub Opening Hours: The pool hall and its facilities are open from 7am in the morning to 10pm in the evening.

Pre-Booked Swimming and Hot Tub Sessions

- You may only swim and use the hot tub and sauna if you have pre-booked a session. All bookings should be made by email or by phone to the hotel reception (email relax@budockvean.co.uk or call 01326250288).
- For the time being, we will only be taking bookings from hotel and self-catering guests, Members and Natural Health Spa customers. We will also be taking bookings for Len Hatcher to do swimming lessons.
- All bookings are limited to a maximum of 1 session per day and members may book up to 3 sessions per week in advance. This is to ensure that swimming sessions are shared as equally as possible amongst all swimmers.
- For guests, members and Spa customers who want to see if there is an opportunity for a second session or a longer session on the same day, please call the hotel reception for last minute availability.
- Guests are encouraged to book well in advance, prior to arrival, to ensure they get the sessions they want. Please email or call the hotel reception.
- We are currently not open for “pay-and-swim” to members of the general public, who are not guests nor members nor spa visitors. This will be reviewed in future after we reopen to understand what capacity we have for this.

How Will the Swimming & Hot Tub Sessions Work?

- We cater for mixed swimming needs, including those who want to swim for exercise and those who may be swimming more for fun or for social reasons. In response to this we will for the time being continue with the lanes but we have added a 4th lane to provide more sessions. Each lane will be approximately 15 metres long by 1.7 metres wide.
- Each session will provide access to the pool, sauna and hot tub for 1-hour. There will no longer be bookings for the hot tub and sauna. We kindly ask all pool users to be considerate and respectful of other users in sharing these facilities.
- Sessions start at 7am and the last session will be 8.45pm, providing 12 sessions per lane per day.

- In-between each 1-hour session, there will be 15 minutes when the pool will not be used, to allow our staff to come in and clean-down and sanitise common touch-points as well as the toilets and changing rooms.
- We kindly ask all our pool users to kindly respect each other's space and, to please help us keep the pool area clean and safe, by adhering to the timings.
- During each 1-hour session, we will be able to cater for 4 households, one in each lane. A household could be a single person, a couple, a family group or a group of friends. The maximum for any group using a single lane will be 6.
- We ask all users of these facilities to please read and adhere to the safety notices for use of the pool, sauna and the hot tub.

Considerations Before Leaving Home and Arrival at the Swimming Pool

- Any members and guests suffering from or showing symptoms of COVID-19 or who live with someone suffering from or showing symptoms of COVID-19 must self-isolate & stay away from the hotel and the swimming pool.
- Members and guests who are vulnerable or who have underlying health issues are advised to heed government advice.
- Members are requested to park in the two parking areas closest to the Pool Members' Entrance and should enter by the Members' Entrance only to minimise the flow of people through main hall and lounges of the hotel.
- Members should access the facility by pressing the button on the entry phone next to the Pool Members' Entrance. This will be answered by the hotel reception. Please provide your name and, where you have one, your membership number.
- We will hold open all the doors accessing the pool with the exception of the Members Entrance, as we still have to have some regard to security.
- All pool users are kindly encouraged to continue to wear a mask in all indoors spaces and please maintain social distance whenever possible.
- Swimmers will find a wall-mounted gel dispenser handily placed on the wall directly opposite and inside the Pool Members' Entrance, and there is another unit on the wall on the right just inside the entrance to the pool hall. We encourage you please to continue to hand sanitise or hand-wash both as you enter and before you leave, as well as regularly in-between.

Changing Facilities

- Both changing rooms will be available to swimmers and we will continue to provide 2 changing spaces within the pool hall with privacy screens.
- Our two showers are open. Any pool users who do shower, must please ensure that they shower within their hour. This is to ensure we can clean the showers within the 15-minute time period between each swimming session.
- Guests are encouraged to shower and change in their bedrooms or self-catering units and come to the pool hall with the swimming towel and dressed in the robes and slippers provided.
- We recommend that Members come to the pool "beach ready" and shower and change at home.
- All swimmers can leave any belongings there whilst they swim and Members and Spa customers can change back into dry clothes prior to leaving.

After you have Finished your Swim.

- Please leave the pool hall on time at the end of your 1-hour session.
- Members and Spa customers are welcome to stay at the hotel and enjoy some food and drink. We do remind all Members and spa customers to please pre-book lunch, afternoon tea or evenings meals. You do not need to book if you are wanting to stop for a cold or hot drink.