



Swimming Visitor Journey

- The Pool will be heated between 24 and 26 degrees.
- Season ticket holders - Your email address will provide you with 100% discount for swims via eventbrite
- For pay as you go entry, the price to book a 1-hour wave will be £7 including the booking fee and £5 for Concessions – (disabled, student, Over 63). If you fail to bring proof of concession to your swim, you will be required to pay full price. Family swim entry is also available.

Contents

1. Booking a swimming slot
2. Coming to the Lido
3. Whilst in the Lido
4. Entry, Exit & Pool Etiquette

1. Booking a swimming slot

- Visit www.sandfordparkslido.org.uk - using the top bar click 2021 season and Book a swim
- Use the booking instructions provided to assist you to complete the booking
- Read the terms and conditions of swimming at Sandford Parks Lido & accept
- This will also capture your contact details, complying with the government's Track and Trace scheme.
- Ensure a confirmation email has been sent and either print off the QR code for registration or keep on your phone.
- A limited number of walk-in spaces will be left available for those who do not have access to the internet to book a swim session

2. Coming to the Lido

- To reduce time spent at the Lido, please follow the rules below:
 - a. For check-in, try to arrive 15 minutes before your allotted wave.
 - b. Pay for your car parking at the Lido pay machine (Please use pay by phone, or credit card contactless, where possible) and use the sanitising station by each machine after use. - **Season ticket holders receive free parking.**
 - c. Whilst we ask you not to bring valuables on site (including mobile phones), in exceptional circumstances, we are able to offer limited storage in the reception area at your own risk – please ask a member of staff for assistance if required.
 - d. Arrive 'Beach Ready', preferably in your swim wear and appropriate clothing to save time before you enter the pool. (disabled changing can be made available for those that require it please let a member of staff know).
 - e. Lockers, showers and changing rooms will not be available at the Lido, so please shower at home pre and post swimming to help us maintain water quality and hygiene.
 - f. When the session time is finished the lifeguard will blow the whistle for all to exit the pool. – exit promptly.

- g. You will then have 15 minutes to change & exit the site.
- h. The staff will be cleaning the site so please be aware the toilets may be closed during the 15 minutes you have to leave the site.

3. Whilst in the Lido

- Queue to the left-hand side of the Lido (No priority entry to season ticket holders). Ensure you follow the social distancing guidelines put in place by Sandford Parks Lido.
- Have your booked QR code available for a member of staff to scan and confirm your entry to the site.
- If you require valuables to be stored (at your own risk), please ask a member of staff.
- Once given entry into the site, walk through the left-hand gate and keep left, walking towards the lawn following any signs and arrows around the site.
- Please follow the one-way signs around the site.
- The lawn (or verandas on wet days) is the changing space.
- Swimmers must change (undress) and make their way to the pool - **When changing please use a towel to keep covered and respect other users of the site.**
- There will four priority squares on the lawn by the mens toilets and four by the female toilets-*These are reserved for those with limited mobility and ease of access to the pool and toilets.*

e. Entry, Exit & Pool Etiquette

- Entry into the pool must be made through the large middle steps. ***Please sanitise your hands prior to entry.***
- Swimmers can then move into the correct lane for their speed.
- To exit the pool, please use the side ladders. If you are unable to use the side ladders, please let a member of staff know, and exit through the large middle steps.
- When swimming, as a good rule of thumb, allow a 5 second gap before setting off. This is because, when moving, your safe distance is calculated, not only with the spacing but the velocity by which you are travelling.
- Choose your lane using the fast, medium and slow signs and by watching those already swimming and compare to your swimming ability. If you are not sure of your swim speed, enter a slow lane and move up accordingly.
- The maximum number of swimmers per lane is 10 for a single lane and 20 for a double lane. This will be regulated by the Lido Team.
- Please follow the directional signs and move across to the appropriate side of the lane for each length, keeping as close to the lane ropes as possible.
- Swim up one side of the lane (follow the black line on the bottom of the pool) - ensure you follow the directional signs for each lane
- If you require a rest, please ensure you are standing behind the **black T** (on the bottom of the pool) to allow enough space for the other swimmers to pass. Please also limit your rest period, where possible to allow other swimmers to rest.
- If you change to a slower stroke, please consider moving to a slower lane.

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F. Respect please!

- a. People of different standards and abilities will use the pool. Please respect their right to enjoy their swim.
- b. Do not make physical contact with other participants
- c. Please be cautious and courteous towards all staff and users of the Lido and keep your 2m distance.