

We are looking forward to seeing you all back in the Pool from Monday 21st June and we hope that you have been able to stay active during our closure. When you are ready to return please make sure you take the time to gradually increase your exercise again.

The team have deep cleaned the entire pool area, including the changing rooms and have been supported by the wider University cleaning team in doing so. We reinstated all poolside infrastructure and dosing systems over a month ago to ensure that all aspects were able to come back on-line gradually and to guarantee that all aspects were working correctly after having been shut for a number of weeks.

Specialist contractors have been on site and have checked the ultraviolet and chlorine systems. The air-handling systems have also been reinstated and serviced and our safety cameras have all been checked fully. We have also undertaken all necessary lifeguard training and provided refresher sessions for all first-aid qualified staff to ensure your safety on re-opening.

As you might expect, there will be several changes to the way we do things in the Swimming Pool. Although some aspects will be unusual at first, and we understand that they may not be as flexible or convenient as normal, we hope that you will recognise their importance in providing the most safe and accessible use of the pool possible.

Please help the Lifeguards, and support your fellow users, by adhering to all relevant guidance and our usage information below.

Access and participation

In order to maintain social distancing, and maximise safety, we have had to significantly reduce the capacity within our pool hall and the pool itself. Maximum numbers have been calculated based upon a number of factors including Swim England guidance, air-handling adjustments, entry and exit restrictions, changing room capacity and overall building space. In order to ensure we can cater safely for as many people as possible, and to reduce the amount of necessary change-overs, the pool will currently be kept in 25 metre mode i.e. there will be no 50m sessions until further notice.

It will also be lane swimming only in both the shallow and deep areas of the pool. The pools will be configured into single lanes and we have limited the number within these to just 4 swimmers. This gives the deep pool a capacity of 32 whilst the shallow pool will be 30 in order for us to still safely provide the graded steps for those that need them. The lane in the shallow pool closest to the changing rooms, where these graded steps will be positioned, will operate as a double width lane and have a capacity of 6 people. This lane will be used as a priority lane for slower and less mobile swimmers. The shallow pool will operate at a depth of 135cm at all times.

In order to ensure that these capacities are maintained, and to ensure all activity can be accommodated, use of the Pool MUST be pre-booked prior to travelling to the venue. You will need to book for a specific area of the pool and ensure that you only swim in that section. Please do not book for the deep section and attempt to swim in the shallow pool (or vice versa). This is essential in ensuring adequate social distancing and user safety. No walk-in bookings will be taken under any circumstances.

The Pool will therefore operate via a number of allocated 60 minute swim sessions. This duration includes any time you may need to get changed and access the pool. However it does not include time to get dressed following your swim. We have staggered the start times to minimise the chance of cross-over and need our swimmers to help us as much as possible by getting dressed and leaving the changing facilities as soon as possible and, within 20 minutes as an absolute maximum. For that reason we ask all swimmers to attend 'Swim Ready' by wearing swimming attire underneath their normal clothes and choosing clothes that are easy to change in/out of.

There will be no showers available for either pre or post-swim. Therefore we ask, in order to maintain pool water quality, to attend without any body lotion, make-up or hair products when booked for a session.

Bookings can be taken by following the booking link on our website www.sportspark.co.uk

You will need your login details. If you have not used this service before please email scsa@uea.ac.uk so that we can provide them to you. More details on how to use this service can be found [here](#).

The current Pool timetable is as follows:

Shallow Pool

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
07:10-08:10						See Saturday Timetable		
08:30-09:30								
09:50-10:50								
11:10-12:10								
12:30-13:30								
14:40-15:40								
16:00-17:00								
17:20-18:20								

19:20-20:20							
20:40-21:40							

Deep Pool

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
06:30-07:30						See Saturday Timetable	
07:50-08:50							
09:10-10:10							
10:30-11:30							
11:50-12:50							
14:00-15:00							
15:20-16:20							
16:40-17:40							
20:00-21:00							

Saturday Deep Pool

	Sat
06:30-07:30	
07:50-08:50	
09:10-10:10	
10:30-11:30	
11:50-12:50	
14:00-15:00	
15:20-16:20	
16:40-17:40	
18:00-19:00	

19:20-20:20	
20:40-21:40	

Saturday Shallow Pool

	Sat
07:10-08:10	
08:30-09:30	
09:50-10:50	
11:10-12:10	
12:30-13:30	
14:40-15:40	
16:00-17:00	

17:20- 18:20	
18:40- 19:40	

20:00- 21:00	
-----------------	--

We have liaised with our local swim clubs in order to maximise pool availability for general swimming and have made suitable arrangements with coaches and club committees to minimise the impact on changing facilities. We would like to thank them all for their flexibility during this time.

Please note that you may arrive at any time during your reserved slot but you will still be asked to finish your swim, and vacate the pool, at the relevant time.

In order to maintain as much access for our inclusive memberships as possible the following advanced booking provisions will be in place:

Membership Category	Advance Booking
Gold	14 days
Silver	14 days
Bronze	14 days
Student All Inclusive	14 days
Student Gold	14 days
Student Swim	14 days
Educational/Junior	14 days
All other memberships	7 days
Non-members	7 days

Attending site

It is important that time on site is minimised on each visit and so we ask that all users are punctual and do not attend in advance of their allocated swim time.

If you arrive early then you may be asked to queue outside of the building until access can be permitted.

If you have not booked a swim then you will unfortunately be refused access to Sportspark.

The changing rooms, although open, will not have any lockers available and therefore a small bag should be brought in order to take belongings onto poolside with you. We cannot accept responsibility for belongings and so we ask that you do not bring any valuables and keep personal possessions to a minimum.

With immediate effect there is a 'No Outdoor Footwear' policy in place. Please take your shoes off before entering the changing rooms or utilise the blue shoe covers available.

As there is currently only a capacity for 18 people to be within each changing room there will, at times, be the need for capacity management with staff ensuring that

capacities are adhered to. Please be patient if you are waiting and timely when you are within the changing facilities to in order to assist in this process. Green Tick stickers have been placed at suitable locations on benches to highlight where members should change in order to maintain social distancing.

When on poolside there will be a one-way system in effect specific to the pool you are booked to use. You should follow these directions and place your belongings into the next available numbered space on poolside. Please remember your number for ease of collection at the end of the session. The one-way system will reverse between entry and exit of the pool in order to remove the need to walk across the boom in the middle of the pool.

If you are bringing a water bottle with you please ensure that this is clearly labelled.

In order to reduce the number of touch points required, please ensure that you bring your Sportscard with you on every visit and keep this with you throughout. This will allow entry into the building and the Pool at your allocated time.

We are also pleased to advise you that we will be trialling the reintroduction of a limited number of showers when we re-open. However, the safety of all of our staff and customers will always be our priority and so we would like to highlight the following:

- The use of showers should be kept to an absolute minimum and only used when all other options are unavailable.
- We still strongly encourage the use of showers away from Sportspark whenever possible.
- The duration of shower use should be kept to a minimum in order to allow others to utilise the facilities if needed. Please be considerate to your fellow swimmers.
- In all circumstances the changing facilities MUST be vacated by the advertised times. If you believe you will require more than the allocated time then you should shorten your swim time accordingly.
- Please ensure that you continue to observe social distancing at all times.

Please read our 'Thank You For...' etiquette guide and adhere to this at all times and, most importantly, please only attend site if you are completely symptom free.

Pool Specific information

There will not currently be any pool-specific classes and all swimming lessons are currently cancelled. When lessons are able to re-commence this will be clearly communicated and all participants will be contacted with full details. If you have any queries regarding your lessons please contact our Aquatics Manager at M.Critchfield@uea.ac.uk.

You may notice that the chlorine levels seem different to normal. Recent research suggests that pool water is effective in killing the Covid-19 virus but that in order to do so as effectively as possible, that the chlorine concentration should be higher than the low level that we are normally able to operate at. Therefore the chlorine level will be raised until further notice. Please be reassured that this will sit well within safe concentrations and in line with the Pool Water Treatment Advisory Group (PWTAG) recommendations. We have also doubled the amount of water tests throughout the day to every 2 hours.

In order to minimise the time within the pool where you may be closer than 2m to another swimmer, we have adjusted the direction of swim and now ALL lanes will be expected to swim in a clockwise direction. Please be careful when passing a swimmer in an adjacent lane.

Additional swim speed guidance will be added to lanes to help you choose the most appropriate lane. Please do not be offended if you are asked to adjust your lanes during your swim. We will be asking swimmers to avoid overtaking at the current time and so please be patient if you are faster than a swimmer in front of you. If a faster swimmer is behind you then please be aware of those wanting to get past and allow them to pass at the end of a length where necessary.

In order to make everyone's time here as enjoyable as possible, please make sure that you respect your fellow users and Sportspark staff at all times. Adhere to social distancing, be patient, be kind, follow our guidance and remember... this is new for everyone and we are all trying to find our way through these changes together.

We can't wait to see you all again!