

Covid-19 Indoor Pool Information *31/08/2021*

We understand that use of our indoor pool is a very big part of the experience of staying with us. We are constantly reviewing our covid-19 management procedures according to industry advice. Our number one priority is safety followed by guest experience. We have been advised to keep our private swim rota in place for the time being as it seems that we are not out of the woods as far as Covid is concerned.

So far guests that have experienced the pre-allocated private swim slots continue to tell us that they enjoy safer exclusive use of the pool; though we do want to increase flexi access with pre-bookable sessions, when it is safe and right to do so.

Our changing rooms remain closed and we will continue to ask swimmers to change in their cottages including the changing of infants nappies.

The current pool timetable is available on our website, and will be sent to you in advance of your stay to enable you to make plans around your swim times if necessary.

Please do not take large inflatables, hard balls or toys into the pool as this poses a safety risk – we do not have a lifeguard!

Pool Timetable:

To enable us to open safely we are continuing to operate a pre-allocated pool swim timetable. This allows each family bubble exclusive use of the pool and enables us to make swimming at Cranmer as Covid-19 secure as possible. Each property booking has 1 x 1-hour pre allocated timeslot per day.

Your swim times are pre-allocated according to the pool time table. Unfortunately, there will be a mix of convenient times and inconvenient times, we have tried to make this as fair as possible for everyone.

Pool times cannot be changed – we've tried this and it ended in chaos. However, if we are not fully booked any unallocated swims will be distributed

amongst guests staying onsite in addition to the allocated timetabled swim slots; offering more choice and the possibility of multiple swims. This will only apply during the off-peak season period/midweek bookings and subject to availability.

Any additional unused time slots will be re-allocated to guests staying onsite and emailed to you 24 hours before arrival.

On a Friday, our main arrival and departure day, flexi swims are offered. The flexi swims are available to guests who have arrived on a Thursday for a weekend break or Monday weekly stay. If we do not have any Thursday arrivals the flexi swims will be allocated on a first come first served basis once people have arrived on site – between 4.00 – 5.00pm.

Our pool changing rooms are closed so please arrive for a “Beach Ready” swim and leave any garments and out-door footwear in the pool lobby.

Please do not overrun your time we have allowed time between swims to help manage social distancing.

Time slots cannot be shared with anyone who is not in your family or booking bubble. Guests staying in connected cottages: Owl’s Roost, Swallows Nest & The Eco Barn are allowed to swim together and have 2 pre-allocated swims per day. Spectators are not allowed in the pool.

Please abide by our pool use terms and conditions. these form part of your booking Terms agreed with you when your booking was confirmed.

We have carried out a risk assessment for pool use please email us if would like to see a copy.

Things to bring with you:

- Please bring swimming towels for all family members and some extras if our shared laundry remains closed during your stay. Subject to covid-19 restrictions.
- You will need a robe or something simple to slip over your swim-things when walking to and from the pool. You can take the garments on to the poolside with you.

- Please bring Croc's, slides or flipflops to wear between your cottage and the pool. These can be easily slipped off and left in the lobby before you go into the pool.
- No dirty bare feet please!
- Infants and young toddlers will need neoprene "Splash About Happy Nappy" neoprene fitted swimwear. These are available from Amazon or <https://www.splashabout.com/>

Pool Instructions for Swimmers:

- Pool is open for swims after your check-in time and before your check-out time only.
- Do not swim if you or anyone in your party is feeling unwell or have flu-like symptoms.
- Wear a face covering to and from the pool.
- Use the hand sanitiser provided at the front door before you enter the pool.
- Please exit the building directly at the end of your 1-hour time slot. (1hour is from the time you enter the building to the time you have exited the building)
- Follow social distancing guidelines in and around the pool at all times.
- Use the W.C and change in your cottage, encourage children to use the loo before taking them over to the pool.
- Use the showers before the pool hall for a pre-swim shower – use the mild foam hand soap before you swim.
- Accompany children to the toilet and ensure you flush with the seat down.
- Keep to the timetable to make pool use fair to all guests.
- Observe the pool rules these form part of our booking Terms & conditions
- No outside footwear or dirty bare feet in the pool. Please wear shoes to and from the pool.
- Please leave outdoor shoes in the Pool Lobby.
- No lone swimmers.
- No food or drink in the pool building.
- No large inflatables, hard balls or water-guns in the pool.
- If your child or anyone in your party has an accident or sickness in the pool please contact us immediately. The pool will be closed for disinfection for everyone's safety. We will provide you with a yellow spill kit to clear up anything which may be a biohazard to staff or other guests.
- Children under 16 years must be accompanied by an adult.
- Infants under 12 months are not permitted to swim in the pool.

- This is based on advice from STA concerning baby swimming in salt dosed pools, please follow the link for further information:
<https://www.sta.co.uk/news/2015/09/22/advice-on-salt-water-pools-and-baby-swimming/>
- We reserve the right to close the pool if health and safety procedures & pool rules are not adhered to.
- We will cancel the pool key of any guest group not adhering to reasonable use of the facility.

In the event of an emergency please telephone the office on 01328 823135 or Emergency Mobile 0744 3373224 for anything else regarding the timetable please email us bookings@norfolk-luxury-cottages.co.uk

FAQ's

Can we book extra times?

If we have additional unused timeslots available, we will issue them 24 hours before your stay. They can be booked on a first come first served basis with a maximum of one additional slot per day subject to availability and bookings.

How do we access the pool?

There is a key fob – round blue plastic Salto disc on your keyring. Place this over the eye button on the pool door. The key will work until 20 minutes before the end of the session time. Beyond the swimming session times you will not be able to re-enter the pool. Please make sure you take all of your belongings with you after your swim. The correct swim timetable is posted outside of the pool. This may be subject to change from time to time.

What happens if I lose my fob?

Please look after the Salto key fob. The office is closed at weekends and there maybe no one around to provide a replacement fob and you will miss your swim.

Can I swim when I arrive?

It may be possible to allocate a swim on a Friday when we have several flexi swims. Arrival must be after 5.00pm whilst Covid-19 restrictions are in place. We will allocate the slots on a first come first served basis only when you have arrived on site.

I have booked tickets for an attraction; can I rearrange my time?

Sorry, this would mean disrupting other guest plans which would not be fair to them. We can allocate another time if the site is not full subject to availability.

I have young children and they cannot swim late in the day or around lunchtime?

Sorry, most of our guests have young children and wish to swim at the same times. Pre allocating times seems to be the only way around this.

My Key fob won't work?

Please be on time for your swim up to 20 mins late is ok. The key fob will not work if you are out of time for your swim. The key fob will work until 30 mins before you have to leave the pool at the end of your allocated time.

What happens if the pool has been closed and I miss my swim slot?

We have rarely had to close our pool for health and safety reasons; however, it is more important than ever during Covid-19 that the water quality is safe for you to swim in. If there is a health and safety-risk we will close the pool and disinfect. The pool could be closed for 24 hours or longer. This situation would be beyond our control and we may not have pool time available to reallocate your swim slots before the end of your stay. Please ensure that all infants wear snug fitting neoprene swimwear and that toddlers and older children use the toilet before they swim. We ask all parents to be vigilant in these matters.

Is the pool open for Christmas & New Year?

The pool is open during the festive period; however, it will be closed on Christmas Day afternoon for health & safety reasons. There is a festive swim timetable posted on the website. Where the communicating cottages are not booked together their corresponding pool slots will be split evenly between the 2 individual properties.
