

Facility Tour Video Guide

The aim of the virtual tour video is to allow users to familiarise themselves with the facility before they visit and help them to understand what to expect in terms of adjustments to allow for social distancing. All this will aid users to feel more comfortable and confident when visiting the facility.

You may wish to start with information for users on the pool timetable, including any changes, and details on booking an activity. This could be followed with guidance on what users should do before they leave home, which can be found in Swim Wales Participant Guidance.

Areas/Considerations in and around the facility:

Outside of the building

- Transport options, including information on car parking and is there a bus stop nearby?
- What does the building look like and where is the entrance located?
- Have any measures been put into place to manage social distancing?
- Are there accessibility options?

Reception area

- What is the queuing system and where do users wait?
- Are there front of house staff or kiosks? If Kiosks how do they work?
- What to expect from front of house staff? Will they be wearing PPE? Will they be behind a screen?
- Availability of hand sanitiser and/or anti-bacterial wipes.
- How do users 'check in'? Do they swipe their own membership card? Do they need to bring proof of booking?
- Are the following available at your facility and if so are they currently open or available?
 - Buggy park
 - Vending machine
 - Café
 - Seating area
 - Retail options.

Route from reception to changing rooms

- Do you have access barriers and if so, will they be in use and how do users get through them?
- What do the corridors look like?
- Is there signage directing users to the pool/changing rooms?
- How are you managing social distancing? Is there a one-way system in place?

Changing rooms

- Is it a changing village, or separate male/female? In the facility changing village, is there a group/family change area?
- How are you managing social distancing? Is there a one-way system in place?
- Availability of hand sanitiser and/or anti-bacterial wipes.
- What facilities are in the changing rooms and are these all in use? Hooks, lockers, vanity areas, toilets and showers
- Is there a no footwear policy?
- **Lockers:** How do they work? Are there different sizes available? How do you wear the keys?
- **Showers:** Where are they? Are they in use? Showering before entering the pool.
- How do you get to poolside?

Poolside

- Where do users access the poolside? Is there a one-way system in place?
- What facilities are on poolside for towels/walking sticks etc.?
- Where is the shallow/deep end?
- Where are the entry and exit points to the pool? What entry options are available?
A ladder, gradual steps, beach, pool pod/hoist?

Spectators

- Do you have a balcony / viewing gallery and if so, is this/are they open and what measures have been put into place to allow for social distancing to be maintained?
- How do you access the areas?