

Race Hub COVID-19 Swim Procedures

Race Hub are committed to preserving the health of our customers and staff. Following the outbreak of SARS-CoV-2 in the United Kingdom, we have performed contagious-virus specific risk assessments at our venues and have been closed since March.

In preparation for reopening our OW Swim venue the following operations plan is in place and subject to review/amendment at any time:

1. Compulsory pre-booking of swims

All customers will be required to pre-book onto dedicated time slots via our booking system. Please download the ACTIO app (if you are not already a member you will need to register to NOWCA at a cost of £12 a year, this can be done through the app) Payment/booking must be made prior to the session to ensure that we do not exceed our maximum allowed swimmers as prescribed by our risk assessment. Swimmers will be made aware of the special briefing notes and the emphasis they are swimming at their own risk, have no illness, injury and are competent open water swimmers.

2. Controlled attendance limited to 20 swimmers per slot

Time slots will be **1 hour** long. 45mins of this will be allowed for swimming. There will then be a 1hr to allow for changing and a takeaway hot drink if you wish.

Example:

Swim Session 1: Arrival on site no earlier than 9:45, briefing 10:00, swim 10:00-10:45, drinks available 10:45-11:30

Swim Session 2: Arrival on site no earlier than 11:45, briefing 12:00, swim 12:00-12:45, drinks available 12:45-13:30

3. All changing to be done before they arrive to entry point

Swimmers must change at home or by their cars or at an outdoor table and only approach the waiting line 5 minutes prior to the hour of their time slot once they have changed, shoes can be left on the concrete pad next to the entrance.

4. Admittance on the hour

Our Covid-19 ops plan will be read out to each group of waiting swimmers. All swimmers booked on to the slot will be required to be in attendance for the briefing regardless of whether they were at a previous swim, in case there have been changes.

The waiting line will have plastic stakes and orange cones placed 2m apart.

5. Swimmers will give their name verbally to staff to confirm their booking

6. Access to the water will be closed at ten past the hour at the latest

There will be no late admissions and no refunds after this time, even if the swimmer is changing but late they will have missed the safety briefing. This is to ensure all groups get their maximum time in the water and that that it is safe for both swimmers and staff.

7. There will be a kayak safety staff member offering tow services – if you are in need of assistance please lie on your back in the water and raise your hand as usual

Beginners to open water, those un-acclimatized to cold water, suffering from serious medical conditions in particular related to the heart or those at risk of seizures will be advised not to swim for their own safety and that of our staff.

8. Swimmers will have up to 45mins to swim around the 400m course ensuring a 2m distance from other swimmers at all times

Given peoples reduction in training there will be no long swims in either time or distance allowed. There will be an adjusted 400m course available only. (safety staff will naturally be closer at all times)

9. Social-Distancing in the water

Swimmers will be instructed to maintain a 2m distance from one another at all times and adjust their speed/ direction accordingly.

10. Swimmers can exit the water at any time within the 45mins

Exit point will be the same as the entry point and must be done whilst there are no other individuals within 2 meters of the end of the exit point.

11. Changing

No Changing/shower facilities will be available. Swimmers are asked to change either at home, by their car or at one of the outdoor tables. There are 16 outdoor tables available distanced 2m apart to ensure social distancing.

Please wear trainers/footwear to queue as this area is gravel underfoot.

Trainers/footwear may be left on the concrete pad next to the swim entry point.

12. All swimmers must exit the water after 45mins

After 40mins, the water safety staff will blow a whistle to advise the swimmers that they have five minutes to finish their swim and exit via the Exit Steps.

Walk-Up Policy

There will be no pay-on-the-day swimming available. All swimmers must pre-book so that we can manage the numbers on site accurately.

Refund Policy

There will be no refunds if an individual fails to show for their booking. Demand for places will be high and so not showing for a slot takes away the opportunity for another member to swim.

Equipment Hire

No equipment hire including wetsuit hire will be available whilst the Covid-19 operations plan is in place.

Opening Hours

The plan is to assess the demand and offer sessions accordingly when staff are available. The venue is only open during swim sessions as per the app. It is only open for swimming at these times, not for our other usual services.

*Up to a maximum of 20 swimmers per hour **as per Risk Assessment**