



**RICHMONDSHIRE LEISURE TRUST**  
Richmond Swimming Pool, Old Station Yard,  
Richmond, North Yorkshire DL10 4LD

[www.rltrust.org.uk](http://www.rltrust.org.uk)

**Telephone: 01748 824581**  
**E-mail: [enquiries@rltrust.org.uk](mailto:enquiries@rltrust.org.uk)**  
**Fax: 01748 822148**

## Richmond Swimming Pool – Guidelines

Hello everyone! We are so excited to welcome you all back to Richmond Swimming Pool and to get you back into the water!

We have been working hard behind the scenes to make the swimming pool COVID-19 safe and all the necessary changes have been made. The swimming pool will look and operate very differently and everyone will have a role to play to make the new changes successful. We will be asking you to follow a set of new guidelines.

Booking guidelines:

The reception desk will be open between:

Monday 7.45 am – 7.45 pm  
Tuesday 6.45 am – 8.30 pm  
Wednesday 7.45 am – 8.15 pm  
Thursday 6.45 am – 4.30 pm  
Friday 7.45 am – 4.30 pm  
Saturday 8.00 am – 2.45 pm  
Sunday 7.45 am – 3.15 pm

To book a swim session, please follow the guidelines below:

When booking via email ([reception@rltrust.org.uk](mailto:reception@rltrust.org.uk)), please help to speed up your booking by providing the following information:

- Full name
- Contact telephone number
- Date of booking
- Time of booking
- Which pool you require? Main pool or Learner pool
- Number in your party?
- Have you got a membership with either Liberty Health Club or Colburn Leisure Centre

Any emails that are received outside of the above times will be answered the following day.

Bookings can be taken from a Saturday however we are unable to book any further ahead than 8 days. Bookings can be made face to face with our Reception Team when you come for your swim.

Please note we are not accepting Facebook bookings.

***At the heart of  
the community***

Registered in England No. 05095316  
Registered Office: Richmond Swimming Pool, Old Station Yard, Richmond, North Yorkshire DL10 4LD  
Richmond Leisure Trust is a company limited by guarantee  
Richmondshire Leisure Trust is a registered charity. Registration Number 1111723



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Here are the new guidelines:

Before leaving home and on your return: -

- Do not come to the facility if you are showing any symptoms of COVID-19 (temperature, cough, difficulty breathing or anosmia e.g. loss of taste or smell).

To reduce time spent in changing areas, please consider the following guidance:

- Arrive ready to swim
- Face masks must be worn in the reception area and on the stairs leading to the changing village and when leaving the building
- We have a new one-way system in operation; the main entrance to the swimming pool will be from the walkway over the bridge from the Station building. Customers will have to wait at the door to be called forward by the Reception team, where their details will be taken for our test and trace system.

In the pool

- The main pool will be split into 4 lanes made up of slow, medium and fast swimming lanes.
- The slow swimming lane will be nearest to the entrance from the changing village. All swimmers will enter the pool from either of the two steps located on this side.
- The medium swimming lane will be located against the windows on the far side of the swimming pool. The steps on this side of the pool have to be used to exit the water.
- The two fast swimming lanes will be the two lanes in the middle of the pool.

Respect

- People of different standards and abilities will use the pool. Please respect their right to enjoy their swim.
- Do not make physical contact with other participants.

Speed and overtaking

- Choose your lane using the fast, medium and slow signs and by watching those already swimming. Please do not overtake whilst swimming. Before pushing off at each turn, check to see if anyone faster is approaching.

Direction

- Please follow the directional signs and move across to the appropriate side of the lane for each length.

Space

- Always attempt to maintain appropriate social distance between yourself and another swimmer.

Strokes

- If you change to a slower stroke as part of your session, think about moving lanes.
- Customers will not be able to do back stroke or butterfly in any of the lanes
- No diving will be allowed in any lane

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### Equipment

- Richmondshire Leisure Trust will not be lending any equipment out and we will not be able to put anything into the water for children to play with.
- If customers wish to bring their own equipment, then this equipment needs to be clearly marked to the person they belong to and this equipment cannot be lent to other people outside of their family.

### Resting

- Whether stopping for a rest or catching your breath after completing your swim, please be mindful that others using the lane will want to keep on swimming without stopping; so keep yourself to the edge of the lane allowing others to turn at the wall, turning head away and allowing others to maintain social distancing measures.
- Stay hydrated by bringing your own 'pre-filled' water bottle on to poolside during your swim

Once you have finished your swim, leave the venue as soon as you can: -

- Shower at home, pre and post swimming (showers may be available at the facility but by showering at home and wearing your costume underneath your clothes you will help minimise time spent in the changing rooms and help maintain the water quality).
- Check the operator's instructions on arrival time, parking, travel arrangements and plan your journey accordingly.
- Take hand sanitiser with you.
- Take any equipment/aids with you (floats, kick boards etc.) ensuring it is clean and identifiable as yours before you arrive.
- Ensure you have any booking confirmation required as part of the facility guidance.
- Please follow the operator's guidance on pre-swim arrival, duration of swim and post-swim arrangements.
- Whilst in the building and the pool, follow the operator's guidance on social distancing, direction of travel and other risk control measures that are put in place.
- Use hand sanitiser/wash stations wherever made available.
- Spend as little time as possible in the changing rooms, whilst following the operator's guidance on maintaining safe levels of distance.
- Once you are ready to leave, you must exit the changing village up the stairs and out the door which is nearest to Liberty Health Club
- We have lots of new signage and we are here to guide you, so don't panic.
- We will have a hand sanitiser station in the entrance area of the swimming pool and changing village, for you to keep your hands clean. Please use it.
- You will need to book a time slot for each session and the sessions will be 1 hour in length and customers are asked to leave the changing village 10 minutes after the session has finished.
- We have a capacity in the main pool for 36 people split between 10 people in each of the slow and medium lanes and 8 people in two lanes for fast swimmers.
- We have a capacity in the learner pool of 10 people.



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- We have a 15-minute gap at the end of each session for the customers to clear the changing village and for the staff to change the flow through the changing village to then allow us to clean the cubicles and rotate their use between each session. We will be carrying out a deep clean at the end of each day.
- We have a limited capacity and new cleaning policies, so please keep your time in the facility to 1 hour 15 minutes, so all sessions are carried out on time and give the staff the time they need to protect themselves and others
- We have worked really hard to bring the swimming pool up to COVID-19 Safety Guidelines standards. Please follow it. The swimming pool will look very different with social distancing in place. We need all of our customers to be patient with us and with each other and play their role in following these rules.
- The lockers, changing facilities and shower facilities will still be open, but only with limited use.
- The changing rooms, lockers and shower facilities will be only for customer use, we will not be offering public facilities
- Wear a mask as you enter and leave the building, this is to protect yourself as well as the staff.
- We will be following the national test and trace system.
- Failure of sharing your information with ourselves, will result in you being asked to leave the facility
- Last but not least, if possible, can you please use a bank card instead of cash? We are still accepting cash as payment.

Thank you for taking your time to read through the guidelines. There is a lot to follow and a lot of patience is going to be needed.

We have worked really hard to put everything in place to make Richmond Swimming Pool safe, so with kindness we ask you to support these guidelines and follow them.

It won't be forever and we will constantly revise and revisit the guidelines as times change and we slowly get back to normal.

Thank You from Richmond Swimming Pool Team

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