Sandgate Hydrotherapy Pool Sandylands Road, Kendal LA9 6JG
T: 01539 724818 Mobile 07717360205
E: gretl.cook@cumbria.gov.ukk

Customer information and guidance

Before leaving home

- Do not attend your session if you are showing any symptoms of Covid19 OR feeling unwell.
- To reduce time spent in the changing rooms, please consider arriving ready to swim "Beach Ready" if this is possible, we fully understand this is not appropriate for some of our customers
- **Please do not set off to the pool too early, arriving 5 minutes before your session time is soon enough.**
- Please advise staff if you require to use equipment for example - woggles and dumbbells
- **Masks are optional,** please bring a bag/container to put it in when you take it off in the changing rooms
- Check you have packed your Emergency Medication and that it is labelled and in a waterproof bag/container.

At Sandgate Hydrotherapy Pool

- Please queue by the front door. Pool staff will advise you when it's safe to enter.
- We continue to advise you spend as little time as possible in the changing rooms before & after your time in the water and
- There are **Sanitise Stations** available throughout the building for your convenience.
- All clients **MUST** have a good shower before entering the pool.
- Children should also be encouraged to use the toilet before going into the pool (All customers who wear incontinence support **MUST** wear incontinence swim wear)
- Put your labelled emergency medication in the box provided
- If you suffer from seizures, please do not attend the pool within a 24hour period after your seizure.

Paying for your session

- Clients have the option to pay in advance for their sessions or pay on the day. We do recommend you pay for 5 or 10 sessions in advance.
- Pool staff will keep a record on the registers when you attend a session and advise you when you have used up all your pre-paid sessions.
- If you do wish to pay for **your missed** sessions, please advise the staff who can note this.
- If clients miss 4 of their sessions without notifying the pool/Gretl they will be taken off the register.
- Clients are asked to pay by Card or CHEQUE (all cheques to be made payable to **Cumbria County Council**)