

Hello everyone! We hope you are all well and safe and in good spirits!

It sounds, from all your recent communication, like we are bringing you the news you have been waiting for:

**WE ARE OPEN**

**PLEASE PLEASE READ ON - it's long, but it's worth it!**

The recent changes in lockdown measures and the approval of our activities plan mean we are now allowed to welcome swimmers again at the lake, **but it won't be business as usual.**

We have been planning this for some time now but we didn't feel that being allowed meant we could just go ahead. We have been doing a lot of thinking, looked at all we know and all we don't know, taken advice from various sources including Swim England, the Royal Life Saving Society, the British Triathlon Federation, Nowca and the government and researched scientific data.

We then ran trial sessions with our safety team, where we refreshed our usual safety operation but also tested all our new procedures. And we are finally happy that we are ready to reopen the lake again for swimming in the safest way we can.

In order to comply with the guidelines, as well as protect you, us and in turn everyone around us all, we have had to make significant temporary changes to our procedures.

All those changes will affect you, and we do realise they are really procedural and strict. However these and everyone's cooperation in sticking to the rules will allow us to remain open for swimming. It won't be the buzzing social hub you're used to, but it will allow you to swim safely, and with patience, we will get back to normal eventually.

We would ask you to please read through the following notes thoroughly to familiarise yourself with.

- The new rules and practices
- What you will need to do before you come swimming and cost
- What to expect when you get here
- Restrictions
- Think before you come swimming
- Cheat sheet of what you need to remember
- Do's and Don'ts

If at the end, you have any questions, could you please please have another quick look through to check the answer isn't on here before sending us a message, email or making a phone call. We do not want to sound ungrateful for your interest and enthusiasm but we are being overwhelmed with questions for which often there is already an answer for on our page...

# BASIC PRINCIPLES

## 1. NUMBERS

We have to **limit the numbers of swimmers**. for you and the safety team's wellbeing.

We are therefore temporarily introducing a **compulsory online swim booking and paying system, with specific slots**.

Time Slots will be every 10 minutes with on average 6 places available per slot (we will review this as we progress), for example, on Thursdays, 6.00, 6.10, 6.20 up until 30 minutes before the end of the session.

- These numbers might be increased or decreased as guidance changes and as we see fit depending on swimmer's behaviour.
- Online bookings will be opened 24hrs prior to each session - this means that all slots for that session will be released 24h before the

start of the session (i.e. all swim slots for the Saturday morning session are released at 7am on Friday)

- Max time in the water will be 60 mins or until closing time if there is less than 60 mins remaining.
- Please leave your car etc 10min before your time slot. The 10 minutes give you time to scan in, listen to any changes and enter the water before the next “wave” of swimmers arrive. We will ask you to adhere to social distancing measures at all times including whilst acclimatising to the water and swimming
- Please don't enter the water until the person in front has moved away giving you safe distance.
- If you have booked in a specific time slot this is the only time you will be able to enter the water.
- **There will be no refunds.** When you book a slot to swim, you are taking someone else's chance to swim.
- Arrive with time to get changed or ready to swim and leave ALL your belongings in your car (apart from shoes and keys dry robe)
- Please stay in/by your vehicle until your allotted time slot
- After your swim please check out and leave as soon as possible.
- We are not able to hire wetsuits or loan tow floats.

## 2. EVERYTHING WILL BE OUTDOORS

We will not be opening our indoors changing rooms and showers or club house to swimmers – therefore changing before and after you swim will be by your car/bike, whatever the weather.

- We realise this won't always be practical for those who don't come by car, but we also know you're ingenious!
- We will also ask you to keep all your belongings in your car, The only items allowed by the water's edge are shoes and keys and dry robe, which go in a designated place, but you might prefer to carry some of your stuff in a tow float bag.

- The toilet block will be open for emergencies only but with a “one-in /
- one out rule” and washing hands with sanitizer before/after, Toilets are locked and will need a key to open. Strictly No Changing in Toilets.

### **3. CONTACTLESS**

- As all swims will have to be pre-booked and pre-paid, there will be no personal contact necessary once you get to the lake. Scanning in and out are compulsory and contactless.

### **4. STICKING TO THE RULES**

- We will be strict about our rules, as they are there to protect ourselves, our safety team and you, and to make everyone feel they should be able to come swimming safely
- If you feel the rules are too strict or you don't like them, we suggest you wait till the situation relaxes further, and come back to the lake then
- Anyone who isn't sticking to the rules will be asked to leave and not come back until this passes
- Suggestions for even safer / better practices are always welcome however.

## **5. RULES TO COVID-19**

**PLEASE READ AND TAKE NOTE IMPORTANT BEFORE YOU ATTEND SITE.**

**DO NOT UNDER ANY CIRCUMSTANCE ATTEND IF YOU ARE FEELING UNWELL OR YOU OR ANYONE IN YOUR HOUSEHOLD HAVE ANY SYMPTOMS RELATED TO COVID-19**

- **BUT DO LET US KNOW** so we can cancel your swim for you and if you have been before, so we can let anyone you have been in contact with know too.
- **DO NOT BOOK ANOTHER SESSIONS FOR 2 WEEKS AT LEAST OR UNTIL AFTER YOU ARE WELL AGAIN\***

\* There is currently some information only about the post Covid recovery period. Apart from the obvious time not to be contagious again, some data suggest that there can be significant post-illness side effects, such as increase risk of stroke and secondary lung problem. Therefore it is suggested to talk to/visit your GP before returning to physical activities.

# GET READY: WHAT YOU NEED TO DO BEFORE YOU COME TO THE LAKE

This year, in order to swim you will **HAVE TO REGISTER** with NOWCA for a chipped wristband.

Please check the info in the diagram below whether you had already registered before at Chasewater Lake/another lake or not.

You will **NEED** to be registered to be able to book to come swimming. You will however be able to book swims even if you do not have your band yet / lost it.

## HOW TO BOOK YOUR SWIM



Once you are registered for a NOWCA wristband, you can start **booking swims** even if you do not have a band yet!

- You will need to **download the ACTIO app** to book your swim slot. We recommend you do this and log into the app ahead of swim slots being released so that you are ready to book: <https://nowca.org/actio-app/>
- Swim slots will become available **24h before the start of a session** - they will appear on the app under Chasewater Lakes activities (it is a good idea to familiarise yourself with the app before)
- As swimming numbers will be limited, we would ask you to **be courteous** and not book to swim in every single session we have available so as to give everyone a chance to swim. Please be the fair and kind swimmers we pride ourselves of hosting at the lake!!!
- We are sorry but the technology doesn't allow to book swims for more than one person at the time - if you are planning on swimming with some of your family, try and access the booking system at the same time.
- If you experience any problems with your NOWCA account, please contact NOWCA directly ([info@nowca.org](mailto:info@nowca.org)) as we won't be able to help. This is technology that we are using, it is not our own system.
- Our prices have increased a little as they now include the booking fee from the app - before you ask, this is money used to use the system, not money for our till!

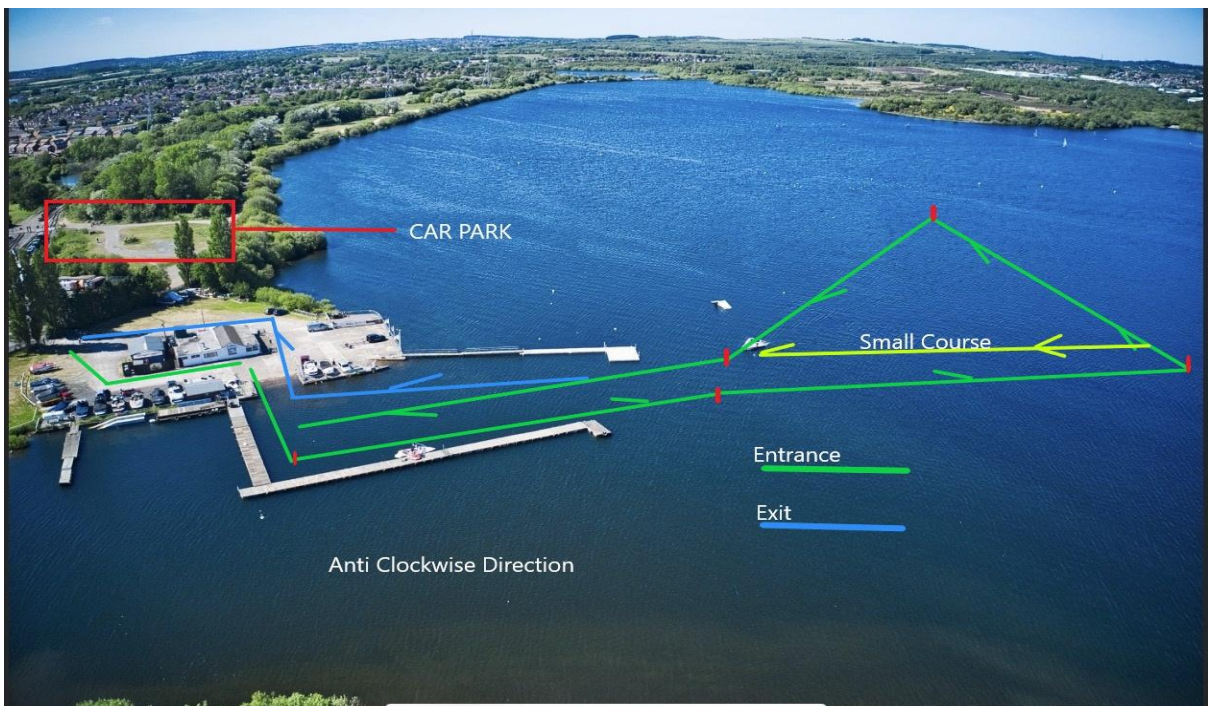
# WHAT TO DO WHEN YOU GET TO THE LAKE

- The entrance is our overflow car park which we've always used, Drive pass our gate entrance on your right and carry on along the dirt track. **Park up neatly and leave enough distance** between vehicles so everyone gets a spot and space to get in and out of their vehicle at a safe distance. If there is a marshal, just follow instructions
- Get changed by your car, **leave all your belongings in your car**. Only your car key and shoes can be left in a designated location by the water entry/exit where you can pick it them up from at the end of your swim. If you have a dry bag tow float you could carry your stuff in there too. The compounds gate will be closed and opened 10 mins before your time slot.
- Walk over to the Main slipway "anti clockwise around club house" Entrance area signposted **SWIM IN** to scan in / collect your new wristband and take a look at the loop and safety information on the board (especially if you are new to the water /open water) Always leave 2m between you and the person in front of you.
- Put a **bright swim hat** on and **wear your tow** float! These are **compulsory** so the safety team can spot you at all times and you can use your tow float to rest in the water would you need to. White, silver, gold, dark coloured hats are not bright!

**You will not be allowed into the water without bright hat and tow float and we will not be able to allow kit exchange or loans.**

- Enter the water from the designated point off the slipway, at your own pace but also keep going as other swimmers will wait for you to move on to be able to enter too.
- Exit the water at the end of your swim using the Second Slipway sign posted **SWIM OUT**, and there only, unless you are experiencing problems. Once finished return to your car to get changed and leave the premises as soon as you are ready.







# RESTRICTIONS

- For the time being we will **not be able to accept under 16s** to swim at the lake
- **16-18 y old** can swim alone but will need **parental approval** and emergency details of their parents. We **won't be able to allow spectators within club compound**, for the time being (site restrictions), but drivers / parents / etc are welcome to use the footpaths around the sides of club compound whilst they wait
- Swimmers are allowed to swim with or without wetsuits but we would urge you to think before you decide. If you have no experience of swimming without a wetsuit, now is not the best time to try. You could get back into swimming with your wetsuit first and then when the water is a little warmer think again.
- **TOW FLOATS ARE COMPULSORY FOR ALL SWIMMERS THIS SEASON** - if you do not have a tow float yet, we have a stock of [Swimsecure](#) tow floats we can sell slightly under the RRP
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**WE ARE SORRY THAT WE WILL NOT BE ABLE TO ACCEPT SWIMMERS ON SITE WHO HAVE NOT PRE-BOOKED THEIR SWIM SLOT. IF YOU HAVE NOT BOOKED A SWIM SLOT, PLEASE DO NOT COME DOWN TO THE LAKE AS WE WILL NOT BE MAKING EXCEPTIONS.**



**Basic Tow Float**

# **THINK BEFORE YOU DECIDE TO COME SWIMMING**

As much as we have set up our sessions to stay within (or even beyond) the current government safety guidelines, we believe every one should still have a think before they come swimming and evaluate the risks and benefit for themselves. Everyone's circumstances are different and everyone's decision has to be right for them.

A lot of information, knowledge and scientific data has been gathered fast for Covid-19 dispersion on surfaces and in the air, however, very little is currently known about the dispersion and potential transmission of the virus in water. So currently medical expert turn to the closest to covid-19 they know: SARS, which research has shown can survive in water between 4-25C for up to several days.

The thinking is that the least safe areas by a lake will thus be, the entry and exit point, and directly behind another swimmer. By those guidelines, the recommendation is to swim away from entry and towards exit with your head up, mouth out, not to hang around, not to draft, not to spit. This is because it's all we know for now.

We do not want to scare you, but we feel it is important to share with you what we DO know, as well as what we DON'T know.

# ULTIMATE CHECK LIST

- REGISTER for / renew your wristband on NOWCA.org if needed
- DOWNLOAD the ACTIO app and log in so you are ready ahead of sign up
- BOOK your swim slot on the ACTIO App - 24h before the next swim session “The later you book a slot the less time you have swimming”
- BRING your wristband or pick it up
- BRING your bright swim cap
- BRING your tow float
- BE on time
- SCAN IN for your swim
- ENJOY - BE CONSIDERATE - BE SAFE - KEEP 2m from everyone at all times
- SCAN OUT at the end of your swim
- PRACTICE ZIPPING YOUR WETUIT UP BY YOURSELF!

# Site attendance and best practices

Chase open water swimming have put some best practices together and would appreciate your support to help us maintain these where possible. Please help us help you!

## Do's

1. Stay 2 metres (3 steps) away from other people
2. **COVID 19 rules read and understand, chapter 5**
3. Pre book your slot. Instructions sent via the detailed swim rules
4. Park in the overflow car park allowing space for social distancing
5. Arrive 10 minutes before your slot with your wetsuit on and ready to enter the water
6. Scan in and out avoiding contact with others.
7. Wear your Compulsory bright Swim cap and Tow float
8. Enter the water from the designated point off the slipway, at your own pace but be mindful that other swimmer will be queuing to enter the water behind you
9. Observe and adhere to the one way system
10. Swim away from swim path if a rest or adjustment is required
11. Beware of people swimming around you
12. Exit the water at the end of your swim using the Second Slipway (sign posted) **SWIM OUT** at this point only, unless you are experiencing problems.
13. Sign Out
14. Once finished return to your car to get changed and leave as soon as you are ready.
15. Questionnaires and risk assessments to be issued electronically if possible and completed before site attendance.
16. Avoid busy areas
17. Wash your hands with soap and water often – do this for at least 20 seconds
18. Access to toilets, wash facilities and water will be restricted.
19. Good hygiene practice to be maintained at all time. Wash your hands or use hand sanitizer as frequently as possible. Where disposable gloves when in contact with public/members areas

## Don't

1. **DO NOT UNDER ANY CIRCUMSTANCE ATTEND IF YOU ARE FEELING UNWELL OR YOU OR ANYONE IN YOUR HOUSEHOLD HAVE ANY SYMPTOMS RELATED TO COVID-19**
2. **BUT DO LET US KNOW** so we can cancel your swim for you and if you have been before, so we can let anyone you have been in contact with know too.
3. **DO NOT BOOK ANOTHER SESSIONS FOR 2 WEEKS AT LEAST OR UNTIL AFTER YOU ARE WELL AGAIN\***
4. **Do not just turn up without booking**
5. **Social gather**
6. **Use the toilet/changing facilities**