

Good afternoon <FirstName>,

This is an update for all customers regarding lessons and ask that you take the time to read this email fully - we know you get a lot so will keep it short as we can!

We have received an update from our insurance company and with immediate effect, staff members are no longer able to supervise children outside of the lessons held in the pool.

This includes:

1. Watching sleeping babies or older siblings in the play area
2. Changing nappies or clothes
3. Assisting children to use the toilet

These changes have come into place following centres finding ways to support parents during the various strikes that have taken place.

We understand this may be unwelcome news and have the following options to support you and your child's swimming lessons.

1. Babies can be poolside in a car seat or bouncer but must only be wearing a nappy and the straps undone.
2. Toddlers will be able to stay at the top of the pool steps - baby gates are being installed over summer to keep them safe.
3. Parents can privately arrange to watch each other's children; we cannot assist with this.
4. Lesson time/days can be changed to support the above.

Thank you for your continued support.

Fiona Myers

Kernow Hydro
The Track
New Portreath Road
TR16 4HN
www.kernowhydro.co.uk