

hampton pool trust

# Poolside Chat

The newsletter from the charity securing the future of Hampton Pool

Summer Issue 2020

## Getting back into the swim of things

Chair's Welcome by Jane Savidge



*"Pool was lovely today. Thank you. You've made it really easy and as safe as possible."*

*Michelle Kirk, via Facebook*

*"Hats off to the whole team, a brilliantly organised experience today."*

*Helen Scott, via Facebook*

*"It was heaven. Thanks so much to all the team. We're incredibly lucky to have this very special place."*

*@THESLACKPACKER via Twitter*

Three wide lanes enable swimming whilst maintaining social distancing. Picture by @THESLACKPACKER

After weeks of uncertainty, I am delighted to report that Hampton Pool reopened for lane swimming and family swim sessions on Friday 17 July and will, we hope, be able to extend the range of activities available over the coming weeks. This has been the longest closure of the pool since we moved to year-round operation over 30 years ago. The flood of emails and comments received from so many of you provide the evidence, if any were needed, that the pool is held in deep affection by our local community and that many of you have been desperate to return. *Continued over...*

### Get on board

Hampton Pool Trust (HPT) is a small, independent, not for profit company and educational charity.

It is run by volunteers from the local community with a vision to maintain Hampton Pool as a safe, welcoming, enjoyable, sustainable and inspirational heated, public open air swimming environment, all year round.

The Trust owns the building and the pool and exists to secure the long-term future of the pool for community use. Hampton Pool is managed on behalf of Hampton Pool Trust by YMCA St Paul's Group.

Both are registered charities. There are over 400 members of Hampton Pool Trust who care deeply about the facility and how it is run.

Please contact the Trust at the address below if you too would like to become a member – or even a Trustee.

*The HPT Board of Trustees are:*

**Ralph Arundell**  
**Andy Cowper**  
**Sandra Cummings**  
**Mark Doyle**  
**Alex Fell**  
**Grahame Hadden**  
**Jean Hughes Bell**  
**Trevor Lake**  
**Tim Lawes**  
**Stuart Leamy**  
**Sam Murphy**  
**Jane Savidge – Chair**  
**Daphne Wharton**  
**Michael White**

Please contact the Trust by email at [info@hamptonpooltrust.org.uk](mailto:info@hamptonpooltrust.org.uk)

Please visit [hamptonpooltrust.org.uk/development](https://hamptonpooltrust.org.uk/development) for more information on the proposed improvements

**Do you have a story you'd like to share? To contact the Trust, please send your message to [info@hamptonpooltrust.org.uk](mailto:info@hamptonpooltrust.org.uk)**

# Getting back into the swim of things *continued*

Jane Savidge, Chair

Through these difficult times we have been following guidance issued by *Public Health England* and sector organisations, in particular 'Return to Pools' guidance issued by *Swim England* which sets out what must be in place to keep you safe during your visit. Just like so many other businesses, there are many things we must change to comply with current safety requirements. Please bear with us as we take the first steps through reopening.

During the weeks of closure, with many pool staff furloughed, a small team have remained on site to keep everything ticking over, to plan and implement a host of social distancing and hygiene measures and to recreate the timetable to meet government requirements. I would like to thank Simon Bailey, Mickey Thomas and Alex Standen, on behalf of Hampton Pool Trust, for all their hard work.

Once we're back up and running, our ability to remain open will depend on everyone being patient and respectful towards one other in these unusual circumstances. We would ask that visitors to the site follow the instructions of pool staff at all times and hope that in the coming weeks it will be possible to relax some of these measures, to gradually build up the numbers using the pool and to increase the range of activities we can offer.



## Expect things to be different on your next visit to Hampton Pool

A completely redeveloped timetable will be in operation through bookable time slots on the booking app that has been repurposed to meet the immediate needs. We'll also be asking you to do things differently to normal:

- Customer numbers and activities will be limited to maintain social distancing and swim bookings will be time limited;
- All visits must be booked and paid for in advance. Strictly no admission without a booking;
- The pool will be cleared and cleaned between each bookable session;
- There will be clear routes marked in, around and out of the pool;
- Whenever possible, we are asking customers to arrive "beach ready", having showered and in swimwear for a quick pool-side change. We recognise that this won't be possible for all and some limited use of outdoor changing rooms will be possible (*see above right*);
- Access to toilets will be maintained but there will be no use of indoor showers in the first few weeks;
- Disabled facilities will remain available to those in need.

### In brief, the activities that are reopening in the next week or two include:

- Lane swimming in pre-booked, time limited slots, with swimming lessons to follow;
- Outdoor exercise classes;
- Clubs based at the pool who can safely operate within the guidelines;
- A limited outdoor gym facility;
- A limited take away offering from the café.

### Activities we will not yet be able to resume are:

- Use of the indoor gym;
- Use of the grass area for social use;
- Clubs that are unable to maintain social distancing.

(Information correct at the time of going to print – please check the Hampton Pool website and social media channels for updates as the guidance develops).

## Reopening rules

# Help Stop the Spread



**We are operating pre-booked sessions only**



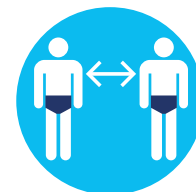
**Pre-book your session using our app**



**Do not enter if you have any Covid-19 symptoms**



**Arrive changed and ready to exercise**



**Maintain social distancing at all times**



**Be wise and sanitise**



**We are cashless – contactless payments only**



**Stay safe and enjoy your visit to Hampton Pool**

## Health Screening Questions

1. **Have you been in close contact with a confirmed case of COVID-19?**
2. **Are you experiencing a cough, shortness of breath or sore throat?**
3. **Have you had a fever in the last 48 hours?**
4. **Have you had new loss of taste or smell?**
5. **Have you had vomiting or diarrhoea in the last 24 hours?**

**If you have any of these symptoms, please do not use Hampton Pool**



# How to book using the App

For the foreseeable future, all visits to Hampton Pool must be pre-booked and paid for in advance via the Hampton Pool app. In order to maintain a safe environment for all our users, this will be strictly adhered to, with absolutely no admittance permitted without a pre-booked slot.

## How to register to use the Hampton Pool booking app if you've never used it before

In order to make use of our booking app, we must first register you on our system and you will need to download the app.

The process for registering to use the app is a slightly longwinded one (we're working on it) but it does work so please stick with it!

1. Go to the **App Store** for iPhones or **Google Play** for Android phones and search for *Hampton Pool* or *YMCA SPG*.



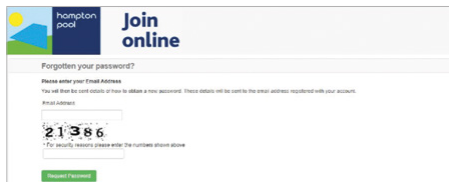
2. You will come back to the app later, but next you will need to complete the 'Join online' form on our website at <https://bit.ly/2BfHyJA>, which will look like this:



3. Follow the process until you reach the **Finish** page.

4. Now return to the first page here <https://bit.ly/3hgLkIT>.

5. Select 'Yes, I have an Email Address and Password' in the right-hand column. Click on 'Forgotten your password?'. This will bring you to the following screen:

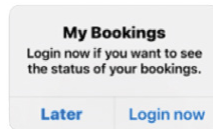


6. Enter your email address and the security number shown on the page.

7. You will now receive an email entitled 'Password Reset' from [YMCAStPaulsGroup@leisurecloud.net](mailto:YMCAStPaulsGroup@leisurecloud.net) containing a link and a personal Member ID. Follow the link, enter the Member ID you have just received and set up your password. This is the password you will use when logging in to the app.

8. Now open the app. Select Hampton Pool on the **My Clubs** tab and it will bring up our page. When you return to use it again in future, it will automatically bring up the Hampton Pool information.

9. Select a session you would like to book. You will see the following message.



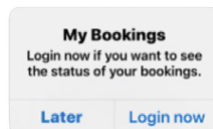
10. Click on 'Login now' and enter your email address and the password you created via our website. You should now be able to book and pay for sessions.

11. You can also manage and review your bookings through the app by clicking on 'My Bookings'.

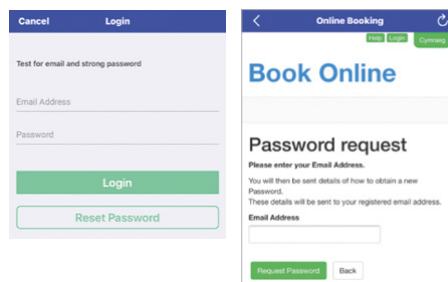
## How to re-register to use the Hampton Pool booking app

There have been some software upgrades to the app whilst we've been closed, which means that you will need to log back into the app to begin using it again (you will only need to do this on your first use). Login details have changed from User ID and PIN to email address and password.

1. Open the app as normal and select the activity you would like to book. The following screen will appear. Click on **Login now**.



2. This will bring you to the following *Login* page (left). Click on 'Reset Password'.



More booking options will be added to the app, including gym and classes, when they become available.

3. Enter your email address and click 'Request Password' (right).

4. You will receive an email from [YMCAStPaulsGroup@leisurecloud.net](mailto:YMCAStPaulsGroup@leisurecloud.net) containing a link and your personal Member ID. Follow the link, enter the Member ID you have just received and set up your password (this is the password you will use when logging back in to the app). Click 'Save'.

**Please note:** When you click 'Save' you will be redirected to the YMCA's online web portal. **Do not login to this page as it will take you to the booking options for YMCA's Walthamstow centre!** Close this page in your browser and return to the app.

5. When you are prompted to login, enter your email address and password you have just created.

6. The app should now work as normal. If you have any problems with any of the above, please complete the online enquiries form and a member of the Pool team will contact you to provide assistance. **P**

# No concerts for this year, but we'll be back in 2021!

As most of you will be aware, sadly we had to postpone our July 2020 Summer Picnic Concert series.

The good news, however, is that we've managed to re-schedule five of the events to July 2021 and to date, the vast majority of people who purchased tickets have held onto them for next year, so many thanks to all those who have supported us in this way – we are very grateful.

Tickets for all confirmed acts for 2021 are already on sale via our website at [www.hamptonpool.co.uk/concerts](http://www.hamptonpool.co.uk/concerts).



## Help us raise funds whilst you shop!

Hampton Pool Trust is now registered with Amazon Smile.

[smile.amazon.co.uk](http://smile.amazon.co.uk)

Amazon will donate 0.5% of all eligible purchases back to Hampton Pool Trust, so when you go online to do your shopping, please log in to Amazon via [smile.amazon.co.uk](http://smile.amazon.co.uk) and search for Hampton Pool Trust. It costs you nothing, but will help us to raise vital funds for the pool. Thank you!

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YMCA

## How you can support Hampton Pool

### There are lots of ways you can support the pool

We've all missed out on enjoying a swim or a poolside class during the fantastic weather we've recently enjoyed, but there are still lots of ways you can support Hampton Pool throughout the remainder of this year and beyond. Here are just a few of the things you can do:

#### 1. Pre-book a swim on a milder day

(or even when it's chilly!)

Our water temperature is maintained at 28°C, so you can enjoy a swim even when the sun isn't shining. We're open all year round and steam rising from the water during a winter swim can make for a truly magical experience. Booking a swim in one of our less popular slots will also help to ensure there's sufficient space for everyone who wants to come along.

#### 2. Buy a ticket to one of our 2021 Summer Picnic Concerts

We're really grateful to the vast majority of our 2020 ticket holders who have been able to hang on to their tickets for the rescheduled concerts next year. If you haven't yet bought your tickets, perhaps because you were waiting to find out whether the concerts would happen, our booking website is open for five of the six concert dates for 2021, so why not get something in your diary to look forward to? You can find the concerts information at:

[www.hamptonpool.co.uk/concerts](http://www.hamptonpool.co.uk/concerts).

#### 3. Donate via JustGiving

If you're not ready to come back to the pool just yet, but you'd like to support us anyway, you can make a donation on our JustGiving page – just head to [JustGiving](http://JustGiving) and search for 'Hampton Pool'. We're always grateful for your support, no matter what the size of the donation, and will ensure the money helps to secure the future of Hampton Pool for generations to come.

JustGiving™