



get
set ___ go!

what to expect

welcome

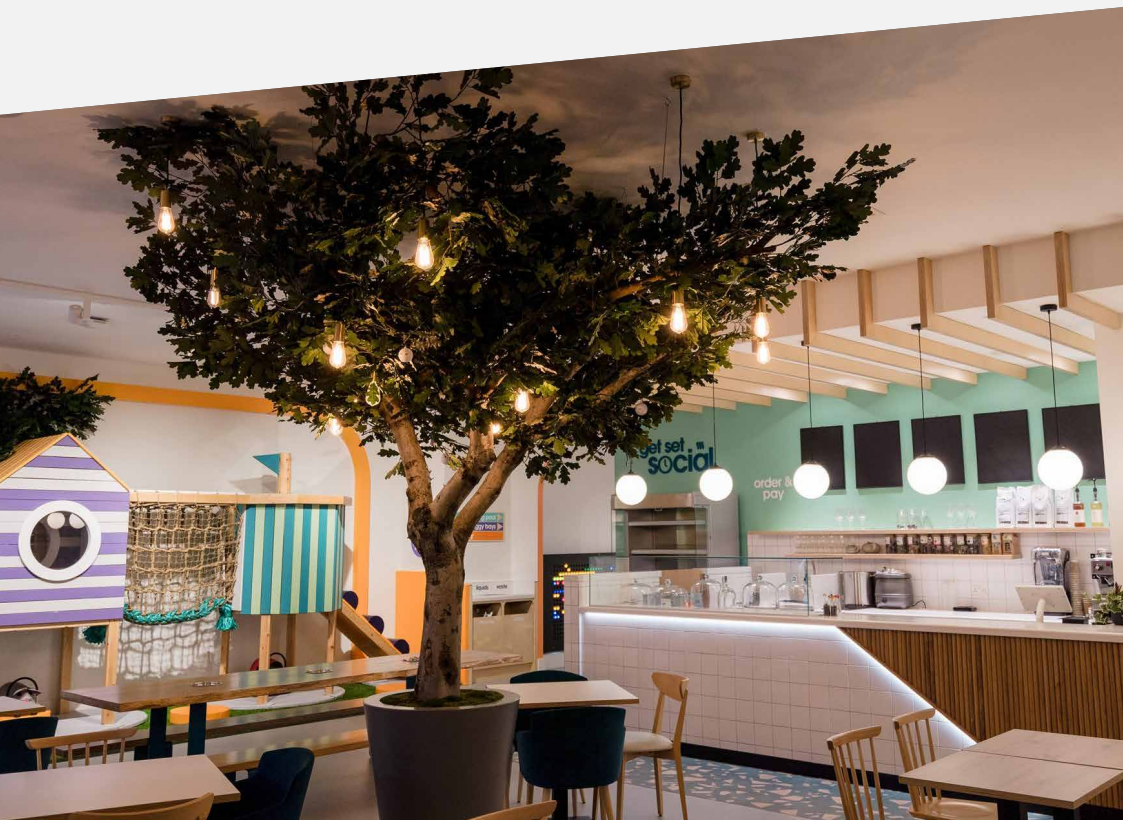
Thank you for choosing to join us at GetSetGo! You have made an excellent choice for your family adventures.

This club is designed so that children and grown-ups can all enjoy the spaces, however we kindly ask that you respect others whilst in the club by observing the guidance in this document. This will ensure that we can provide a fun and safe environment for you and your family.

As a brand-new club, we have strict safety and cleaning measures in place. Each space has fresh air ventilation, hand sanitiser stations and our pool uses the latest UV treatment technology.

We hope this guide helps you navigate how things work in the club, however if you need any further assistance, our team heroes are always ready to help.

*Please note that some restrictions remain in place until 17th May and are noted throughout.



your responsibilities

Please ensure that you supervise your children whenever you are in the club and not attending a scheduled class.

For parents of children under 7 years, please remain in the club in case of emergency.

If you or your child are feeling unwell, have a fever or display any other symptoms of Covid-19 you must stay home and not come to your lessons (see NHS Guidelines).



customer journey

Your club will have clearly marked routes and waiting areas that you should follow.

Before your first lesson, you will be sent details on how to access our app to enable you to check into the club. Access details will be unique to each family member.



social distancing

We will be maintaining social distancing throughout the club in relation to the published guidance, which we will be reviewing on an ongoing basis.

Whilst the advice remains in place, persons over 12 years of age will be required to wear a face covering when in the club unless participating in an activity or whilst eating or drinking in the cafe.



your team heroes

Our staff (team heroes) are on hand throughout the club to help you.

Our team has undergone industry standard safety training and there will be nominated paediatric first aid officers on every shift.



studio classes

Please arrive promptly for your class and wait in the designated area to be let in by the Instructor.

If you arrive after a class has started, you may not be allowed to join if this is disruptive to others within the class.

All equipment will be cleaned between classes.

Remember to bring your own towel, or you can hire one at reception for £2.50. Towels are free for Family Card holders.



swimming lessons

Until 17th May, we request that you come 'beach ready' and shower at home wherever possible.

Please use your app to gain access to the poolside.

Remember to bring your goggles, swimsuits, a swimming cap and a padlock for your locker*.

To avoid pool closures and cancellations, all children under 3 years old, as well as those who are not potty trained or still have the occasional accident, should observe our strict double nappy system (swim nappy + neoprene happy nappy)

In the interest of hygiene, please remove your shoes and leave them in the shoe boxes provided. This area is strictly a shoe-free zone!

Please wait in the marked area until your class time. You can then move to the viewing area once it's free.

Remember to bring your own towel, or you can hire one at reception for £2.50. Towels are free for Family Card holders.

Due to poolside restrictions, we only have space for one family member to view lessons. Why not enjoy a treat and a moment to yourself in our lovely café!

We kindly request that you follow the poolside rules.



how to book your classes

All classes (excluding swimming lessons) can be booked online or via the app.

Classes are released 7 days in advance.

Swimming lessons should be booked directly in the club or by phone (0208 050 0070) rather than via the app.



the family card

A Family Card can be added to your account for £300 per annum

A Family Card covers up to 6 people in your household. Please ensure all names are added to your family account. Benefits include;

- Free towels
- Complimentary family swim times (from 17th May)
- 10% off in the café (please present your card at time of purchase)
- 24 hour priority access to holiday club and event bookings

Details of all benefits will be published on the website

*Please note that due to restrictions, if you have purchased a Family Card your annual subscription will only start from 17th May 2021 and run until 16th May 2022. You will however still be able to access free towels and your cafe discount until that time.



family card swim times

*Available to book after 17th May

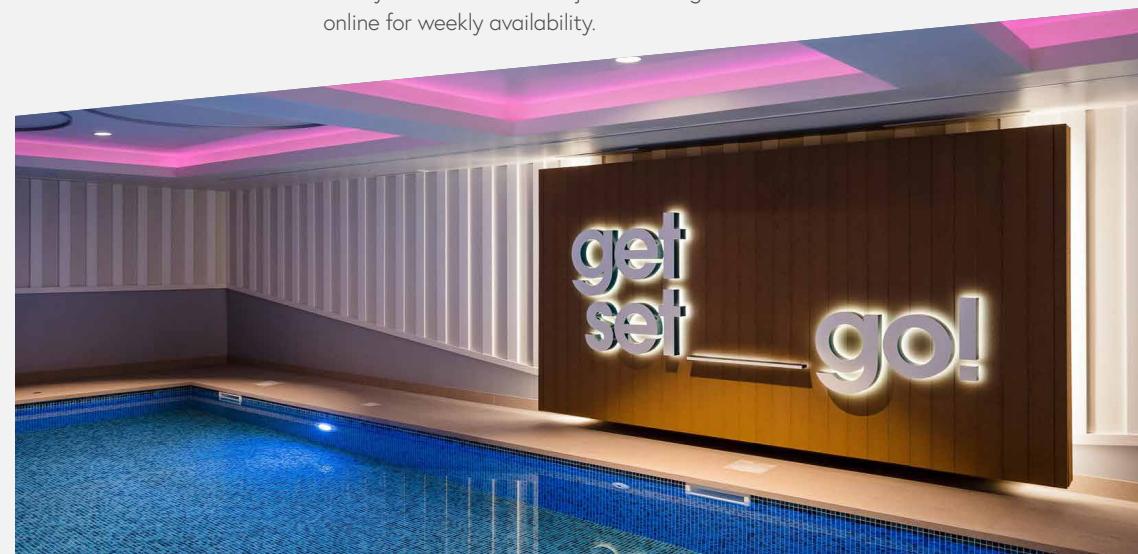
Family swim time slots are 40mins long. Please note that for every two children there must be at least one adult.

Adult swim time slots are 30mins long.

These sessions are unsupervised.

Slots will be available to book 7 days in advance via the app.

Family Swim times are subject to change. Please check online for weekly availability.





changing rooms

Male and Female changing rooms are located next to the studios.

Our pool zone has it's own dedicated unisex changing room with 2 changing pods plus a separate disabled access changing room.

Lockers require a padlock (bring your own or available to purchase from reception).

Lovely 'sensitive to skin' toiletries are available for you to use in the shower areas.

Hairdryers plus 'big and little' vanity areas are provided.

Baby pens and baby mats available in all changing rooms.



café

Until 17th May, we will only be offering a takeaway service. You may use the seating area outside subject to the 'rule of 6'.

You may wait in the café and lounge for the duration of your class.

Children who are not attending classes will be able to use the play spaces whilst you wait but not before or after your classes.

We request that you vacate the area as soon as your class ends.

From 17th May a full service café operation will start.



co-work space

The co-work space is available from 8am - 6pm Monday - Friday

If you have booked a monthly subscription to co-work, this will give you 40 hours of use.

You can book space up to 7 days in advance via the app.

You can purchase tea and coffee in our café, but we kindly request that you don't eat food in the co-work space.

This is a quiet zone so we ask that telephone calls are taken outside of this area.

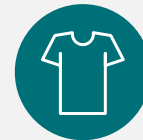


club calendar

Please refer to our published calendar on the website.

We change to holiday programming for 2 weeks over Christmas, 2 weeks over Easter and 4 weeks during August.

Holiday clubs and intensive swimming crash courses will run during these weeks.



shop

Our little shop is open for all your class apparel.

You can buy online or at reception.

Goggles, swim hats, swim nappies, neoprene happy nappies, ballet leotards and pumps plus class hoodies and t-shirts are all available.

we look forward to seeing you in the club

Claire and Alina

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Note: We will continually monitor advice and review measures accordingly. New advice will be published as restrictions are lifted.