

Swim School Customer Guidelines At Alert Level 1  
Updated 22<sup>nd</sup> February 2021

The safety of our customers, their families and our staff are our top priority at DGSS.

Please note: as part of our policies we have included guidance from our governing bodies New Zealand Swim Teacher and Coaches Association and Sport New Zealand.

As such, we would like to ask that you observe the following guidelines and recommendations:

**Sickness Policy:**

1. If you your child or anyone who is attending the facility with you is sick (this also includes regular coughing or sneezing), please stay at home. We will be screening all customers and staff as they come into the facility.
  - a. In the event that you are being tested for Covid-19 please stay home and do not come into the facility.
  - b. If you are unable to attend lessons please make sure you notify the facility either before the lesson or within 24hours of the missed class so that you can be issued with a make up voucher, please see note below regarding make up

**Hygiene Practices**

2. Hand sanitation stations will be available upon entry, we encourage you to please use this as you enter the facility
3. Please ensure that you cough or sneeze into your elbow.
4. Wash your hands frequently, use soap and wash for 20seconds, then dry.
5. When attending the facility customers may choose to wear their own mask. Please note: masks cannot be worn in the pool due to Health & Safety issues, masks are not available at DGSS.
6. If you are using the Baby changing stations please ensure you disinfect these before and after use, spray bottles will be provided.
7. Swim school teaching equipment is no longer limited, except for the use of snorkel masks. All equipment will be disinfected at the end of each day.

**Contact Tracing**

1. All families will need to ensure that we have the correct contact details for your family.
  2. All customers are encouraged to use the New Zealand Government Covid-19 Tracing app to record a visit at the facility by scanning the QR Code displayed at the entry, alternatively customers can sign in on the Contact Tracing Register which will be located at the entry desk.
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### Physical Distancing

3. We encourage you to observe physical distancing on poolside from other customers.
4. We encourage you to observe physical distancing in changing rooms from other customers. We ask that you consider showering and changing at home, if this isn't possible please limit your time in the changing rooms to 5 minutes.
5. When waiting for lessons students will be required to wait on pool deck before being invited into the water to assist with physical distancing and effective transitions of classes can be carried out.

### Limiting Gatherings

6. There are no longer limits on spectators/ family members visiting the facility with a child/ren that are in lessons.

### Make Up Lessons

7. Make up lessons can now be booked for use under Alert Level 1. The standard Make Up policy applies, with notifying an absence either prior to the lesson or within 24hours of the class.

### Services

8. Only sealed packaging of food & beverages are able to be purchased during Alert Level 1.
9. Water fountains are now available for use.
10. Goggles intended to be purchased will not be available to be tried on prior to being paid for. As per our standard policy, Goggles will not be available for loan use.

### Payments

11. Our preference is for fees to be paid via Automatic Payment or Internet Banking. Other payments can be done using EFTPOS or credit card, please avoid using cash when possible. Please note: Paywave is not available.

### Feedback

12. If you have any feedback or concerns please speak to a team member and complete a Customer Feedback form, this will be followed up by the Manager within 24hours.

### Standard Facility Guidelines

13. All standard facilities guidelines still apply.

For more information about what DGSS Measures we have put in place please visit our website  
[www.dgss.co.nz](http://www.dgss.co.nz)

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