

Swim School Customer Guidelines At Alert Level 2

The safety of our customers, their families and our staff are our top priority at DGSS. As such, we would like to ask that you observe the following guidelines and recommendations:

Sickness Policy:

1. If you or your child 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.

Hygiene Practices

2. Hand sanitation stations will be available upon entry, 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.

Contact Tracing

5. All families will need to ensure we the correct contact details for your family.
6. All parents/caregivers, facility users will be required to provide their contact details before accessing the facility to assist with contact tracing should this be needed.

Physical Distancing

7. Observe physical distancing on poolside by ensuring you are seated at least 1 metre from other customers. Sites with chairs available will be spaced out, please leave them where they are. Sites that have bench seating will show an X to mark appropriate distancing.
 8. Observe physical distancing in changing rooms by ensuring you are at least 1 meter 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. There will be X markers used in changing rooms, if there is not one available please wait outside the changing room until a customer exits the changing room.
 9. There will be specific entry and exits doors at some sites to assist with physical distancing, please follow the signage.
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Services

10. Food & Beverages will available to be purchased at this stage.
11. Birthday party bookings will need to provide contact details for all attendees at entry to assist with contact tracing. There will also be a limit of 10 per party.

Limiting Gatherings

12. We ask that only one adult/caregiver per family group attends swimming lessons with their child/ren.
13. If you and your child is comfortable to do so, you are able to drop your child at reception or swim school office for lessons and leave the facility. You will need to ensure you are back in time to collect them at the end of their lesson.

High Risk Individuals

14. People over the age of 70, or anyone with a pre-existing medical condition are at higher risk of infection and severe illness, so we encourage you to stay at home.

Payments

15. 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.

Feedback

16. 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

17. 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
