

GOLDEN RULES FOR OPERATING AT RED LEVEL



PLEASE ENSURE YOU FOLLOW THE RULES OUTLINED BELOW WHEN VISITING OUR FACILITIES

ACCESSING THE FACILITY

1. Please ensure you read our updated policies and procedures for the "Red Level" prior to attending swimming lessons.
2. Only 1 parent/caregiver can access the facility for children under 12years old (unless approved by a Manager).
3. For children over 12years old, please ensure that they are dropped off and collected from the front door, one of our friendly and helpful staff members will ensure that your child makes it to their lesson safely.
4. You must record your visit by using a QR Code or use the Contact Tracing Ticket System.
5. Anyone over 12years old will need to provide a vaccine certificate upon entry.
6. Anyone over 12years old must wear a mask upon entering the facility (this can only be taken off before entering the pool).
7. Please ensure that you and your family sanitise your hands upon entry to the facility.
8. There will be a one-way traffic flow, please ensure you follow the signage and marked indicators.
9. Ensure we have up to date contact details for you.

CHANGES TO THE SWIM SCHOOL PROGRAM

1. All staff have are fully vaccinated to ensure the best possible safety and protection of others.
2. All staff will either be wearing a face mask or face shield in and out of the pool.
3. All classes have been reduced by 5minutes to allow for distancing and ease congestion at transitioning of classes.
4. Class numbers will also be reduced to ensure 1m distancing is effectively maintained.
5. There will be limited teaching equipment used during lessons.
6. Instructors will avoid any unnecessary contact with swimmers and adapted teaching methods will be used.
7. Make up lessons cannot be booked at this stage to reduce class numbers (unless at approved by a Manager).
8. If you are unable to attend a lesson, our preference is for you to notify us by canceling the session on the portal. Otherwise, this can be done via email or phone call. Make up lessons will be extended until they can be used again.

SOCIAL DISTANCING

1. Always keep a minimum distance of 1 meter between other customers and staff within the facility.
2. If you are waiting during lessons, please stay seated in the designated seating areas.
3. Students must wait behind the line in the designated areas before entering the pool.
4. Our aim is to have Support/Senior Instructors that will help manage larger classes and may move children to other areas of the pool to help with social distancing.
5. We will aim to adjust lane width and stagger classes in the pool where possible to assist with distancing from other classes.

FACILITIES

1. Changing rooms will be closed and unavailable (unless under special circumstances with Manager approval).
2. Toilets facilities will still be available, please ensure you wash your hands thoroughly after use.
3. Drinking fountains will not be available for use.
4. We will have doors & windows open as much as possible to help increase ventilation.
5. Baby change tables must be disinfected using the bottles provided before and after use.

SERVICES

1. We will not be accepting cash payments at this time.
2. Our preferred method for payment is Automatic Payment otherwise internet banking and Eftpos /PayWave will be available.
3. Food and beverages will not be available for sale.
4. Pool parties will not be operating at this stage.
5. Goggles will be available for purchasing but not to try on. As per our standard policy, Goggles will not be lent out.

SICKNESS POLICY

1. If you, your child or anyone attending the facility is sick, please stay home. This includes regular coughing and sneezing.
2. In event that you are being tested for Covid-19 as a result of being symptomatic or have been identified as a potential contact of a positive case please stay home. If awaiting test results as part of surveillance testing and not symptomatic, please follow NZ Government & Ministry of Health direction.
3. If you are unable to attend lessons, please make sure you notify the facility either before the lesson or within 24hours. Our preference is to be notified through canceling the session on the portal. Otherwise, this can be done via email or phone call. Make up lessons will be extended until they can be used again
4. We will be screening all customers upon entering the facility and pool for signs of sickness. If we feel that you are sick or are putting others at risk, you will be asked to leave the facility immediately, a make-up lesson will be provided in this instance.
5. Please advise us of any seasonal allergies or medical conditions that you or your child has.

HEALTH & SAFETY

1. Please ensure that you and your children cough and sneeze into your elbow.
2. Please ensure you wash your hands with soap thoroughly for 20seconds after you use the toilet facilities.
3. All our pools will comply the NZ Pool Water Quality Standards (NZS 5826:2010) to ensure our pools are providing optimal disinfection.
4. We will be increasing the frequency of our cleaning and disinfection regime.
5. Our instructors will ensure that teaching equipment is submerged in the pool water between use as the chlorine has disinfection properties.

FEEDBACK

1. You can view your child's progress through the customer portal.
2. Our frontline teams will aim to provide more specific feedback about your child's progress preferably through email or phone call.
3. If you have questions or would like to provide us with feedback, we encourage you to do this via email, we aim to get back to you within 48hours.
4. You can also do this through our feedback page on the website.

STAFF WELL-BEING

1. We want to protect and provide a safe environment for all our staff. Please be kind and keep our staff's well-being in mind when interacting with them.
2. Any form of abuse will not be tolerated, and you will be asked to leave immediately.