

COVID-19 On Site Measures

To ensure the safety and health of all our staff and customers, Swimz Guildford has introduced a range of measures to help stop the spread of COVID-19. These are based upon NSW Government requirements & industry based recommendations.

- Increased our already rigorous sanitization schedule of all high touch items and surfaces, and thorough cleaning at the conclusion of each day
- Hand sanitizer available throughout the Centre for clients & staff
- All adults & children over the age of 12 years old are highly encouraged to wear a mask onsite.
- Teachers & Parents in 'Parent Child' classes do not need to wear masks in the pool.
- Parents may not sing in 'Parent Child' classes if the risk of doing so is assessed as high.
- All clients/visitors to the Centre must sign in utilising the NSW QR Code provided onsite
- Signage and floor markings made around the Centre to ensure social distancing
- Extra spacing allowed for between chairs. These are not to be moved to allow for appropriate social distancing
- We encourage regular hand washing with soap & water for at least 20 seconds
- We encourage all students to come to the Centre dressed in swimwear and ready to swim
- We encourage a 'Wrap & Go' Centre where showers at the Centre are avoided
- You will be able to change children and a warm wrap/gown is highly recommended
- Please do not enter the site any earlier than 5 minutes prior to your class commencement time as we must adhere to strict number requirements on site
- At the conclusion of your child's class, exit the site as quickly as possible
- The doors to the Centre will open 5 minutes prior to the commencement of the first class on each shift (i.e., 8.55am for a 9am class commencement)
- We are enforcing the 1.5m social distancing as per government regulations
- No more than 1 parent per family allowed to be at the Centre, and no additional spectators
- Siblings are discouraged from attending, however, if they must be brought, additional children do count in the Centre's number limit
- To ensure adequate social distancing for our staff, we discourage spectators on the pool deck, apart from 'delivering' & 'collecting' students for their class.

- Change tables will be available, and we do ask for your assistance in wiping down change tables after use with cleaning products provided
- Goggles and Caps will not be able to be loaned out
- Lost property will be disposed off on a weekly basis
- Anyone showing symptoms such as fever, cough, sore throat, or shortness of breath should not attend their lesson and inform us with at least 1 hours' notice (in accordance with our Makeup Lesson Policy)
- Make Up classes **MUST** be booked via the Customer Service Portal – this allows for our staff to focus on ensuring the Centre is cleaned & sanitized
- We will allow for greater flexibility with Makeup classes booked through the Customer Portal
- We request all customers use cashless payment where possible. Payments can be made directly through the Customer Portal or via bank transfers too!
- The reception counter will be closed for non-essential matters during class times. Staff will be focusing on sanitizing the Centre.
- All makeup lessons must be booked through the Customer Portal and all enquiries can be sent through via Email or Facebook and will be responded to within 48 hours.

We will keep you up to date with the latest information at the Centre, via email and social media channels. If your details have changed, please update these through the Customer Portal.

Thank you for your patience and understanding as we seek to do our best to keep all our customers & staff safe.

Swimz Guildford Management

Updated: 01 July 2021