

## FIRST SWIM: CODE OF CONDUCT

The Code of Conduct is important as it ensures that by following our guidelines, the health and safety of all attendees is considered and respected. It also helps provide the best environment and experience for you and your child.

This is applicable to all visitors to our premises, including parents attending lessons and anyone who is in the centre to spectate.

### Arriving for your lesson



We ask that you arrive at the pool in sufficient time for your lesson, 10-15 minutes is optimum! This helps support our lessons to running to time and means you get the maximum out of your child's lesson



You are very welcome to make use of our buggy park located inside the premises entrance. It's important to note that you do so at your own risk so you may want to secure your pushchair/buggies



We are unable to allow car seats in to the wet areas due to health and safety so we ask that you leave these in the buggy park area on the shelves provided or in the dry area



Our policy is that one parent only can go in to the changing areas and the pool with each baby or toddler. We can ask that anyone else attending does remain outside the wet areas in the coffee shop/viewing area



All property left within First Swim premises is done so at your own risk. We cannot accept any liability for articles lost, damaged, or stolen



Photography and Video recording are allowed from the viewing area only. Please refer to our Term and Conditions for more information

### Hygiene and Health & Safety



Nappy Policy- For health & safety and hygiene purposes, First Swim operate a double nappy system for all babies and toddlers until they are fully toilet trained. The double nappy system is a disposable swim nappy underneath a Swim Smart Nappy (reusable nappy) The Swim Smart Nappy should fit snugly around the child's waist and thighs



Your child is welcome to wear a swimsuit, trunks or an eczema suit however they will still have to wear the double nappy system underneath if not toilet trained



Adults must wear appropriate swimwear



Illnesses – We politely ask that you do not attend your lesson if you and/or your child have any illness that you could pass on to others or cause contamination. Please refer to our Terms and Conditions for more information. Unfortunately we must have strictly no admittance to the centre if you or your child are suffering from diarrhoea or vomiting. The symptoms must be fully recovered and stools returned to normal before you can attend



All footwear (including flip-flops/pool shoes and socks) must be removed before entering the changing and poolside areas. Unfortunately we simply can't guarantee that your footwear has not been contaminated outside so barefoot only in the wet areas please! There is a rack outside each changing room for your shoes and socks before you enter the wet areas.



We do ask that parents shower before entering the pool as this helps us maintain the quality and cleanliness of our water



Please ensure those in your care are under your direct supervision during your time in First Swim



Please familiarise yourselves with the fire exits and evacuation procedures on first arrival



No animals are allowed inside the First Swim premises

#### Wet Areas (changing rooms, poolside and pool)



There are boxes provided for your belongings in the changing rooms. There are also small secure drawers available should you want to store valuables such as phones and wallets



We provide changing mats on the floor in our changing rooms for safety reasons. We provide disinfectant wipes to enable you to wipe your mat before and after use which we ask you to do, this is nice for you and others!



We also provide nappy bags in our changing rooms and kindly ask that parents take any used nappies/wipes with you - this helps us keep the environment as clean and pleasant for everyone as possible



There is a designated area for you to wait poolside for your class. Please do not enter the pool until our instructor says it is safe to do so. We ask that no one enters the pool if our instructor is not there



Please can we ask that no food or drink is consumed in any of our wet areas



Please don't run in our wet areas!



Please report all accidents, unsafe or unhealthy conditions or any other hazards to your instructor or member of staff

First Swim does reserve the right to ask any person(s) who fail to comply with these guidelines to leave the premises and/or the course and they will not be eligible for any refund on funds paid.