

## Coronavirus

At First Swim, we take every precaution necessary to maintain a super clean, safe and hygienic environment for our staff and customers. We believe our standards are very high already but we have taken action to increase the frequency that we are sanitising surfaces, door handles and used equipment and removed toys & books etc from display. We also have the toughest standards of water treatment and cleanliness.

We are following the NHS advice regarding the Coronavirus outbreak and you can find the advice at <https://www.nhs.uk/conditions/coronavirus-covid-19/> We urge all customers to follow this advice.

This includes self-isolation for a minimum of 7 days, even if you are showing only mild symptoms. Those with more severe symptoms should contact the NHS 111 service and seek advice.

Additionally, we would recommend that **elderly family members and those of any age with underlying health conditions DO NOT visit until the government's advice changes.**

Presently we have no plans to change our scheduled lessons and will continue to run classes until such time that either:

- We conclude that the risk of infection to our customers and colleagues is high and therefore it is necessary to close
- We are advised by the Government/ Public Health England to close

### Frequently asked questions:

- I'm worried about my little one catching Coronavirus, should I still come?
  - At present the governments advice suggests that you should continue to come, and that Swimming does not increase the risk of infection.
  - Those who are elderly or have underlying health conditions however should stay home
- I think I might have coronavirus symptoms, what should I do?
  - Self-isolate and follow the advice online: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- Can I catch Coronavirus in your pool?
  - This is unlikely, one of the ways we treat our pool water is the addition of Chlorine. Chlorine will very quickly kill any viruses.
  - We already ask that customers shower before and after using our pool and leave their footwear outside the changing areas.
- If I don't attend can I schedule a catch-up lesson?
  - Yes. As per usual, we offer 3 catch up lessons per term, this is an already very generous policy and we simply cannot offer additional catch-ups
- Can I cancel my term of lessons and get a refund?
  - Unfortunately, refunds cannot, in any circumstances, be issued after the term has started. For information on refunds please refer to our terms and conditions.

- If First Swim must close will I lose my lessons?
  - At this stage we can't actually say as it will depend on lots of factors like when during the term is the closure and the length of time that we have to close for. We will of course do all we practically can to avoid customers losing lessons.
- Can I stop this term and defer my remaining lessons to a term at a later date?
  - We cannot defer classes from this term to later terms. However you can of course utilise our catch up policy right through to the end of this term.
- An elderly or person with underlying health conditions usually brings my child for their lessons, what should I do?
  - We would **strongly recommend** that you arrange someone else to bring your child or reschedule your lesson to a time/ day when you can (within our catch-up policy)
- Should I bring my family to watch as I usually do?
  - We would, at least for the time being, ask that you consider that you limit the number of friends/family who attend with you.

#### Check if you need medical help

NHS 111 has an online Coronavirus service that can tell you if you need medical help and advise you what to do. This can be found at <https://111.nhs.uk/covid-19>

Do not go to a GP surgery, pharmacy or hospital. Check online or Call 111 if you need to speak to someone.