




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 premises 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 ask that you leave car seats in the buggy park area on the shelves provided or in the dry areas only.


 We permit one parent/guardian into 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 Terms 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 – you must 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


 All children visiting (either for lessons or viewing) are the responsibility of the accompanying adult and must always be supervised during their time in the premises, including the changing rooms. First Swim Ltd and its staff cannot take any responsibility.


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


 No animals are allowed inside the First Swim premises


 Please help us to keep your environment as pleasant and as safe as possible. Please refrain from putting your feet/shoes on our furniture and please sit on the chairs/stools provided, not on the tables. Please use any of the shared resources provided e.g. highchairs, microwave, toilet facilities in an appropriate and respectful way.


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 baby changing mats in our changing rooms. For health and safety, we strongly recommend that changing mats are put on the floor when changing your baby as this is the safest way.


 We provide cots, where possible, for the babies in our changing rooms for your use—please use these appropriately and do not overload them or allow children to jump.

 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

 For hygiene purposes we insist that absolutely no food is consumed in any of our wet areas. Please wait until you are in our coffee shops.

 Please do not run in our wet areas! Take care and avoid rushing as this causes accidents.

 Throughout the lessons, your child's behaviour must remain reasonable and respectful of the teacher and their environment, pool and premises. Any repeated disruption or unacceptable misbehaviour could result in removal from the course. This is solely at First Swim's discretion and refunds would not be given in this instance.

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

Personal Conduct



Photos and/or video recording may only be taken from the spectator's area. No photography or filming (including mobile phones) may take place in any changing and pool areas.



During your time at First Swim, we ask that all visitors must remain considerate and respectful of others and all our First Swim team members.



First Swim will not tolerate any abusive, violent, or unreasonable behaviour of any kind towards any of our colleagues.

First Swim Limited reserves the right to use its discretion and 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.