

COVID - Secure Measures

We are committed to maintaining the best possible COVID-secure measures, whilst ensuring you have a really rewarding and worthwhile experience at First Swim.

Throughout these coming months, our team will be there to ensure that we deliver on our commitment. They will be there helping to direct you, keeping you a safe distance apart, keeping things clean and listening to you if you have any concerns.

Our updated processes and procedures are based around the guidance provided to the swim industry by the Swim Teachers Association (STA), Swim England and the Pool Water Treatment Authority (PWTAG).

Our COVID-19 Officer is Shannon and if you need any advice regarding your visit, or have any concerns then she can be reached by emailing info@firstswimlondon.co.uk

Summary of measures we have in place:

- Entry system to the premises- ensuring we can monitor the numbers of customers exiting and arriving
- Increased sanitation and temperature checking for adults
- Managed pool entry and exit procedures and Unisex changing cubicles - allowing us to alternate the use of changing rooms, cleaning, and management of social distancing
- Limit to the amount of people in the premises
- Adults come "pool ready" where possible to reduce the time in the changing rooms
- Our front of house team and teachers wear face shields and/or masks
- Our classes are limited to a maximum of 7 babies/toddlers in the pool with the teacher which allows us to space you out in the water in line with the Industry guidelines.
- The equipment/toys that the teacher uses are approved and cleaned – unfortunately, we are unable to allow you to bring your own toys to the lessons.
- Contact (between teacher and children) will of course be minimised and limited to when its entirely necessary for safety reasons, e.g. entry to and exit from the pool
- For your information. The virus will not survive in properly treated pool water for more than c15 seconds and it is widely agreed that transmission from pool water is extremely unlikely.
- Seating in the coffee shop is limited and will no longer be taking your orders at the counter, but serving you at the table
- If you are not seated, you are welcome to take a coffee/cake away with you
- In line with the latest Government update, it is now **compulsory** that our customers wear a facemask during your visit to First Swim – with the exception of when you are in the pool and if you are eating/drinking at a table.

We continue to follow 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.