

Code of Conduct

The purpose of this document is to provide the best possible environment and experience for you and your child and for the safety and wellbeing of all visitors to our centre.

General

- You should arrive at the pool 10-15 minutes before your scheduled class time to allow the class to start on time. **IMPORTANT:** If you arrive at reception more than 5 minutes after your scheduled class start time you will not be permitted entry to the pool.
- Any elements of the classes that you missed due to late arrival will not be repeated as we must keep to the schedule and start the next class on time.
- You should familiarise yourself with the fire exits and escape procedures.
- We allow only one parent/guardian in the pool with each baby or toddler. Guests and visitors are not allowed in the changing room but can use the pool viewing area and café.
- No bags or belongings of any description are allowed poolside.
- Buggy's and car seats are not allowed in the changing rooms. We have a buggy park and car seat shelf located by reception. Use this facility at your own risk.
- All property left within First Swim premises is done so at your own risk. We are not responsible for any items lost, damaged, or stolen.
- Photography and video recording are not allowed either poolside or from the viewing area.
- Please follow all communication from the First swim staff on how to behave both in the pool and around the premises.
- First Swim will not tolerate any abusive, violent, or unreasonable behaviour towards our staff, other customers or our commercial & residential neighbours.

Health & Safety and Hygiene

- First Swim operates a strict double nappy system for all babies toddlers until they are toilet trained. This is a properly fitted disposable swim nappy worn underneath a reusable neoprene Smart Nappy. It is so important that the disposable swim nappy is the right size and that the Smart Nappy gives a snug and taut fit around the waist and thighs. If you have any doubts about the size, contact our staff for advice. Other children's swimwear is allowed as long as our double nappy policy is adhered to.
- Adults must wear appropriate swimwear in the pool and changing room. Swimwear must be clean and designated for pool use only (no boardie's or rugby shorts)
- You must ensure those in your care are under your direct supervision from the time of your arrival until departure. Children must not be left unattended at any time.
- If you or your child has a significant illness, such as Covid 19, an ear or chest infection, conjunctivitis, measles, chicken pox, fever, diarrhoea or vomiting then please do not attend our classes. Symptoms must have cleared for at least 48 hours and stools returned to normal before you can attend. If you are concerned about any medical condition please check with your GP.
- All footwear including socks must be removed and placed in the footwear shelf before entering the changing rooms.
- Do not leave used nappies on the changing room floor or in the cubicles. Please dispose of them in the nappy bins provided.
- There is strictly no eating in the changing room or pool area (with the exception of baby milk). Please use the café before or after your class.
- The other No's: No animals allowed on the premises; No smoking or vaping on the premises; No scooters or other similar children's vehicles; No glass containers or bottles.

Code of Conduct

Changing room & pool

- Please use the lockers in the changing room for your belongings.
- Pay attention to the information provided by your instructor. Please make sure you wait to enter the pool in the designated waiting area. Do not enter the pool whilst there is another class in progress and only when requested by your Instructor. Do not enter the pool if your Instructor is not in the water.
- While poolside waiting for your lesson, both you and your child should not disturb the current class being taught. If your child is unsettled please remove yourself to the changing room until your class starts.
- Your child's behaviour must remain reasonable and respectful of the First Swim staff while on the premises. Repeated disruption and/or unacceptable misbehaviour could result in removal from the course with no refund.
- Please do not run in the changing room or poolside.
- Entry to the pool is by ladder. Please use the handrail at all times and ascend/descend using one step at a time.
- You must not enter the pool carrying your child. Please wait for the instructors assistance with this.
- Please report all accidents, dangerous occurrences, unsafe or unhealthy conditions or other hazards to your instructor.

Café Area

- We would ask all customers to be respectful of the facilities in the café area and remember that this is an area for all customers. Please refrain from putting your feet/shoes on our furniture and please do not sit on the tables.
- The microwave, bottle warming stations, high-chairs and tables are all for communal use.
- Babies and toddlers should be supervised at all times as the café area can be a busy place with people drinking hot beverages. Please keep the walkways clear for arriving customers and be mindful of other café users.
- Please leave your table area in a reasonable condition so another guest can enjoy their time after you.
- WIFI is free and we ask that guests be respectful with regards to the volume and content of any media used while on our premises.