



## Our commitment to safety around Coronavirus (COVID-19) - Update 20/03/20

### Dear Swim School Family,

At Ezyswim, we believe that swimming is an essential life skill for all Australian's and that the Government's decision to keep our schools open is reflective of the fact that as long as we are taking necessary precautions, it is still safe to undertake our daily routines.

Our venue remains open for the foreseeable future and we would love to continue to see you attend lessons to keep your children's fitness up and provide them a fun and enjoyable learning space.

#### Upcoming Dates

As you will be aware we operate lessons year round, but we would like to take this opportunity to remind you of some key dates:

**Final lesson date for Term 1 – Sunday 5th April, 2020**

**School Holiday break period – Monday 6th April – Thursday 30th April, 2020**

**Lessons resume for Term 2 – Friday 1st May, 2020**

As always, you will not be charged for the break period and your direct debit will be adjusted automatically.

#### COVID-19 Update

Further to our actions communicated to you last week, in line with the revised Government guidelines and to ensure a safe and sustainable venue for our staff and customers, we are introducing the additional risk management measures below.

#### Social Distancing

- We will ensure that there are never more than 100 persons inside the venue at one time.
- We request that customers, wherever possible, attend the venue with **one** parent or carer and/or reduce any unnecessary other family members attending. We understand that this is not always possible, however it will assist.
- When inside the venue, all spectators and staff are requested to maintain social distances of 1.5m wherever practicable.
- Staff have been advised not to shake hands and maintain safe social distances wherever practicable.

#### The Elderly & Vulnerable

- We understand that having grandparents and older relatives occasionally visit to watch your children's lessons are special occasions. Wherever possible we would request you revise visits to the venue by the elderly and vulnerable members of the community at this time, to reduce risk.

#### Other Illnesses

- A reminder that if **you or your children are sick** please do not attend lessons. Simply call us on 1300 11 7946 or email us at [info@ezyswim.com.au](mailto:info@ezyswim.com.au) to notify us of absences as per normal procedures.

#### Hygiene

- Hand sanitiser and tissues are available in the venue for customers.
- Wash hands thoroughly for 20 seconds with soap and dry your hands properly.

#### Staff Training

- All staff will be completing the Australian Government Department of Health COVID-19 INFECTION CONTROL TRAINING course online.

We understand that this is an uncertain time for everyone. We are committed to providing the safest environment possible at the venue so that your children are able to maintain this aspect of their routine. As new information is released by Government authorities we will continue to review and revise our policies to ensure they are always up to date and conducive to creating this healthy environment.

Otherwise we look forward to seeing you at the venue soon and we thank you for your support.

Kind Regards,

**Holly Atherton**

*Customer Service & Marketing Manager*