



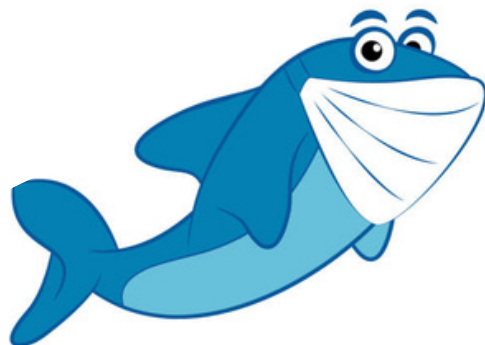
FALL 2022 SAFETY GUIDE

Revised Sept. 9th, 2022

ENTRANCE TO OUR FACILITY

- In order to gain entry to any of our facilities, you agree that you or anyone in your immediate family will not attend lessons if anyone has:
 - Shown any health symptoms including fever, cough, shortness of breath/difficulty breathing, unusual tiredness, aches and pains, sore throat, diarrhea, headaches, loss of smell or taste, skin rashes or chest pains.
 - Tested positive for Covid-19.
- Our staff have agreed to show diligence when it comes to their health. They will not attend work if they show any symptoms.

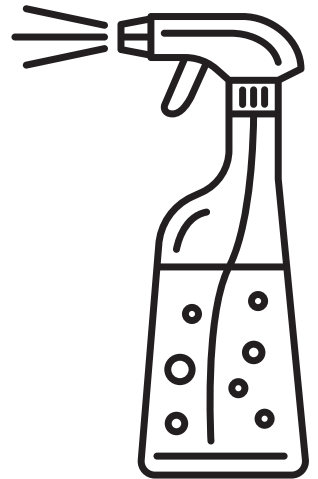
Masks are now optional. You are no longer required to wear one to enter the facility.



Subject to change based on health and safety protocols dictated by the Municipal government

CLEAN FACILITY

- Frequent touch points and surfaces are disinfected throughout the day.
- Equipment used is sanitized after each class.
- Change rooms cleaned throughout the day.
- Pool chemistry maintained at optimal levels and monitored every 2 hours as usual.



AMENITIES

- Hairdryers are available at the Swim Time reception and must be returned when done.

MAKE-UP POLICY

- We want you to feel comfortable attending your lesson. If you are not 100% or feel ill, please stay home.
- You are entitled to one make-up class per session if you have missed a class.





SWIMGEN
REPORT CARDS

ONLINE REPORT CARDS

- Swim Time Report Cards are online through the SwimGen Portal located on our home page.
- Communication with your swim advisors and supervisors will not change. You will still receive regular updates and progress reports throughout the session.

Steps to access your report card:

- Click the Swim Gen Link on our homepage.
(www.swim-time.com)
- Enter your child's Swim Time 5 digit number, underscore, and last name to view their online progress report.
(ie: 11111_Lastname)
- When a child completes a new level they can pick up their badge in the office.

Questions? Just ask!

thornhill@swim-time.com
woodbridge@swim-time.com
pickering@swim-time.com
whitby@swim-time.com

Swim Time Policies and Procedures

Swim Time reserves the right to change its covid-19 policies in order to adhere to any government ordered mandate or suggestions regarding best practices as it pertains to health and safety protocols. Swim Time further reserves the right to change any of its covid-19 related policies, regardless of any governmental influence, should it believe that such practices provide the best health and safety protocols or business practices for Swim Time.

CANCELLATIONS AND REFUNDS: All cancellations must be submitted in writing via email. Cancellations prior to the start of the session will result in the loss of your deposit. Once the session has commenced **THERE ARE NO REFUNDS**. There are no same day notifications for cancelled classes however a credit note will be calculated from the next scheduled class forward. A \$50 cancellation fee will be applied to all credit notes. All credit notes are valid indefinitely. In the event of closure for any reason including, but not limited to, inclement weather, order of closure by governmental authority or mechanical issues, Swim Time will make its best effort to schedule a make-up class or credit the family file. **THERE ARE NO REFUNDS**, a credit will be issued and stay on file indefinitely.

CLEAN FACILITY: Frequent touch points and surfaces are disinfected throughout the day. Daily cleaning routines have been expanded. Equipment sanitized between classes. Pool chemistry maintained at optimal levels and monitored every 2 hours as per usual.

WEATHER POLICY: Swim Time reserves the right to cancel classes due to inclement weather (including advisories and warnings) without a make-up class, credit or refund. However, all efforts will be made to reschedule. Cancelled classes by customers are not eligible for refunds.

DAY CHANGES: Should you require a day or time change due to a scheduling conflict, it takes time on our part to accommodate your request, therefore, a \$25 change fee per child applies.



VIEWING AREA: Social distancing must be maintained. No more than two parents/guardians per family may accompany their children to swimming lessons for the duration of the session.

MAKEUP CLASSES: Each person is permitted one make-up per session. Dates will be set one week after the start of each session. The make-up class can be booked after the regular scheduled class has officially been missed. Instructor requests for make-ups are not permitted. Absenteeism for any make-up will result in a lost class (there are no make-ups for a make-up). Make-up classes are not offered for the March Break program.

SWIM ATTIRE: Please have your child come to class prepared with a towel and bathing suit. Long hair should be pulled back. Goggles are optional, based on personal preference. All children under the age of 4 or not toilet trained must wear an approved elasticized legged swim diaper, such as "Charlie Banana". **NO EXCEPTIONS!** They are available at the front desk.

CHANGE ROOMS: Please arrive ready to swim in a bathing suit. Change rooms will be open for use after class. Showers are available; however, we encourage everyone to shower at home before and after lessons. Whitby and Pickering clients to use the family change room.

PHOTOGRAPHY: Photography is not permitted in the change rooms or the pool area. If you would like to take a picture of your child, you must make arrangements with a staff member at the front desk. Staff reserve the right to view photos if there is a concern. You accept that you or your child may be photographed by Swim Time and such material can be used by Swim Time. If you do not want your child to be photographed, please notify the office.

We reserve the right to alter policies and/or scheduled times.
ANY QUESTIONS PLEASE CONTACT OUR OFFICE:

Woodbridge (905) 856-9505
Pickering: 905-683-9099

Thornhill: (905) 707-9495
Whitby: 905-597-5558

