



SICKNESS / ILLNESS POLICY AND PROCEDURE

For the safety of everyone attending the centre our community has an expectation that anyone with Covid symptoms will make a responsible choice and remain home.

Employees

In the event that an employee has been identified as having Corona Virus, NSW Health Department will notify Dive In swimming Academy and will adhere to the instructions and directive provided by NSW Health. This includes but not limited notifying all customers, trades visitors and staff.

Employees of Dive In Swimming Academy are directed not to attend the workplace, and contact their GP and if symptoms are consistent with COVID 19 undergo testing and inform management. Employees are not permitted to return to work until clearance is provided by the GP. In the case of COVID they then must isolate themselves for a period of 14 days and ensure they notify the employer of the positive result.

For the health and safety of everyone, sometimes your favourite teacher may not be able to attend work. Our commitment to a high qualify Learn to Swim program remains unchanged.

Customers

In the event that a customer has been identified as having Corona Virus, NSW Health Department will notify Dive In Swimming Academy and will adhere to the

instructions and directive provided by NSW Health. This includes but not limited notifying all customers, trades visitors and staff.

Any customers presenting unwell, will not be permitted to attend the centre. Dive In Swimming Academy does have a Cancellation & Make Up' policy that customers can use in order to redeem their swimming class at a later stage, once the student is well. We ask that you consider others and the impact that a positive Covid result would have our centre and our community. We are not prepared to risk the health of our families and staff.

To prevent irresponsible behaviour of illness

Any child/ adult identified as being unwell in the centre will be politely and respectfully required to leave the centre immediately. No make up lesson will be provided in the case. We trust our families will identify illness and make responsible decisions prior to arriving. We have amended our mark absent policy to allow for short notice.

Cancellation & Make Up Policy stipulates:

- A minimum of **1hrs** notice is required if you are unable to attend your lesson, otherwise the lesson will be forfeited and no makeup option available.
- Make up lessons have no current expiry date due to covid. A review of this policy will occur once the centre is re-open and a resumption of reasonable regular activity able to occur. The recorded missed lesson and it is the account holder's responsibility to ensure all make up lessons are scheduled within that period.
- Make up lessons cannot be used as credit for any future payments/ lessons.
- Make up lessons can only be used whilst there is a current perpetual booking.
- All scheduled make up lessons must be attended. IE: there is no makeup option for a makeup lesson. If you do not attend your make up lesson, it is forfeited.