

TSS COVID19 Policy

NZ Covid19 Level 2

If there is a COVID19 lockdown, we are unfortunately not permitted to offer swimming until returning to Level 2, and then only with parent/caregiver written consent (email will suffice), and as per the swim venue constraints outlined below.

Make-up Classes

In our current COVID19 environment, I want to assure you that if you book and pay for lessons for your children and the pool is closed due to a COVID19 lockdown, you will receive all the make-up lessons that you missed during the lockdown period. We do not give refunds.

If you choose to keep your child(ren) away from swimming lessons due to COVID19 please be sure to send us an email stating that your child(ren) won't be attending their swimming lessons specifically due to COVID19. When you feel comfortable to have your child(ren) swimming again, we will then honour all make-up lessons that are due to them. (This email is essential for us to help manage the impact to our business.)

We will not be offering any additional make-up lessons during COVID19 level one (other than any already owed from levels 4, 3, and 2).

Swim Venues

Please note the following regarding our swim venues and COVID19/Traffic Light system impacts:

- **The Number One school pool venue (Omokoroa) does NOT require a vaccine pass (as at Dec 2021), however, masks and 2m distancing are requested by this venue.**
- **The Toi Ohomai pool venue (Windermere) requires a vaccine pass (as at Dec 2021) for everyone entering the pool complex over the age of 12 years and 3 months (e.g. all parents, caregivers, swimmers)**
 - we apologise for this constraint due only to the current NZ government's Covid Traffic Light system
 - if this constraint affects you, TSS would like to offer our customers, clients, swimmers, families the following potential alternative options for your consideration:
 1. for parents/caregivers without a vaccine pass and with TSS swimmers under the age of 12 years 3 months, your child is still able to swim if:
 - a) you drop-off/pick-up your child at reception - if your child is able to walk unsupervised to and from reception and the pool, toilet, and changing rooms (please note: you are still able to watch your child from outside the fence if you wish, again, our apologies)
 - b) you would like to switch venues to the Omokoroa No.1 school pool (see above)
 - c) you arrange for a family member/friend/carer with a vaccine pass to drop-off/pick-up your child and support them at this pool
 2. for adult lessons please contact us if you are interested in your lesson being held at Pilot Bay, Mt Maunganui, to determine whether we can help with a mutually feasible day/time or not

We look forward to teaching your children again when you are happy for them to resume swimming lessons. If you have any further questions, please feel free to email or call us.

Thank you for your understanding as we all navigate these uncertain times together.

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