



COVID-19 JUNE UPDATE

Swim Center members:

It has been a little more than three months since Governor Lamont ordered gyms and fitness centers closed. During that time, as much as we would have liked to be in touch with you, we had nothing to share since we had no information from the State regarding our potential reopening. As frustrating as the past few months have been for you, please know that they have been equally frustrating for us as we waited and waited to hear any information about when our business might be able to reopen. But with the Governor's announcement that pools are permitted to open starting June 17th, we are now able to be in touch with concrete plans!

We will resume operations at 8AM Saturday, June 20th. As much as we'd like to open sooner, we are taking additional time to ensure that we have all of the necessary safety measures and staff training in place to fully meet (and exceed) the Governor's guidelines for safe operation. We will be enforcing strict capacity limits (one person per lane, unless part of same household), so we are asking that all members reserve a time slot ahead of time. We will be available for telephone reservations starting on Friday June 19th from 9:30AM to 3:00PM. Private lessons will resume immediately, subject to instructor availability. Group lessons will resume in the coming weeks--we will be in touch with all current registrants regarding specific schedules.

With respect to membership dues, we suspended billing of membership dues on the date that we closed due to the pandemic. Unlike some other area facilities, we did not continue to charge membership dues while we were closed. Here is our plan regarding membership dues now that we are reopening:

- 1) Our membership agreements explicitly allow an annual two-week shutdown without any adjustment to membership dues.
- 2) We shut down as of March 16th. Resuming operations June 20th means that our shutdown lasted 96 days.
- 3) We will extend all memberships for the precise duration of our shutdown, less the allowed two weeks, and resume billing accordingly. So all memberships will be extended by 82 days.
- 4) Please note that this will change the day of the month that we charge your membership dues.

A couple of examples:

- If your membership expiration date was March 12th, you would have been billed your monthly dues before the shutdown (leading to a new expiration date of April 12th). Adding 82 days gives you a new expiration date of July 3rd. We will bill your membership dues again on this date, renewing your membership through August 3rd.
- If your membership expiration date was March 20th, we did not bill your membership renewal in March. Adding the 82 days of shutdown less the allowed two weeks, your new expiration date is June 10th. Normally we would have charged your renewal on the 10th, but for this month since we are just resuming operations we will charge your renewal on or about the 20th (when we reopen), renewing your membership through July 10th. You will then get charged your renewal again on July 10th.

We recognize that this can be confusing, and you are welcome to call us to discuss your specific circumstances so that we can answer any questions you might have. Our intent is to adjust memberships in a way that is completely fair to our members and properly compensates them for the time we were forced to close. (Again, our membership do allow for a two-week closure each year, and we are taking this into account. Please note that in our 17 years of operation we have never before closed for an extended period, so if you've been a member with us for more than a year you've enjoyed many weeks of "free" swimming!) Unlike other facilities, we did not continue to bill membership dues. If you have any questions about our approach please give us a call.

Many thanks, and we look forward to seeing you soon!

All of the staff at Swim Center

HEALTH AND SAFETY:

The health and safety risks posed by COVID-19 cannot be completely eliminated, despite the implementation of reasonable precautions and health and safety protocols that may be deemed appropriate by the Swim Center at Westminster School (SCAWS). COVID-19 is a contagious disease that can result in serious illness and/or death in some instances and that while current medical information indicates that those most at risk are those individuals who are 65 years and older and/or who have underlying medical conditions, neither SCAWS, nor public health authorities can guarantee that any individual participating in programming at the pool will not come into contact with someone with COVID-19 and/or or contract such illness. With this understanding, SCAWS endeavors to take such precautions and implement protocols reasonably designed to lessen the risks posed by COVID-19 and to reduce likelihood of exposure to all members of the pool community. By using the pool you expressly acknowledge that you understand the risks associated with COVID-19, and agree to abide by such reasonable health and safety protocols that SCAWS may implement, which may include, but are not limited to, policies and protocols related to social distancing, personal hygiene, use of personal protective equipment, screenings, testing and other measures reasonably designed to protect the health and safety of the community.