

People use private changing rooms for a variety of reasons, and you cannot always tell why by looking at people. It can be anxiety inducing for some people to ask for private changing rooms, which is why it's important that staff is positive and helpful.

Never ask people why they need a private changing room

Facilities can differ between pools, and it's important to be clear about what is available when asked. People can feel insecure about using facilities they haven't before. Bear this in mind and show people understanding and patience.

Who uses the private changing rooms?

The private changing rooms are intended for people who cannot or do not wish to use the gendered changing rooms. This includes disabled people, people with a stoma, some LGBTQIA+ people, families and elderly people.

People who belong to these groups are often vulnerable, and more likely to face harassment and discrimination. It's important to be friendly and willing to assist, and provide them with clear information about the facilities available. The City of Reykjavik wants to do it's best to provide safer spaces for those who need it - and sometimes private changing rooms are the only way for certain people to go swimming.

Private Changing Rooms



Guidelines for staff about private changing rooms at pools in Reykjavík

Good service, happy guests

We always do our best to meet the needs of diverse groups of people and we want to ensure everyone's experience is a positive one. We are proud to offer private changing rooms so that everyone can use our facilities. Keep in mind that you should not offer people private changing rooms unless they ask. This is to prevent you from making assumptions about people that might be wrong or make guests uncomfortable. If people need a private changing room, they will let you know.

**Never ask
people if they
need a private
changing
room first**

More about our users

Disabled people

Our private changing rooms are specifically designed for disabled people, and people's needs vary, and not all disabilities are visible. Disabled people also sometimes have assistants. Disabled children might also use our private changing rooms, and sometimes with parents of a different gender.

Families and elderly people

There are many reasons why families or elderly people might need or want to use the private changing rooms, i.e. because of disabilities, anxiety, behavioural challenges, and more. Private changing rooms are also useful for people who need assistance from family members or someone of a different gender than them.

Trans people

Some trans people use our private changing rooms, especially non-binary people (people who are neither men or women). It's important to remember that trans people are not obligated to use them, and it is entirely their choice. Trans people can use facilities based on their gender identity in accordance with Icelandic law, and are not required to undergo surgery to have that right.

Intersex people

Intersex people are born with atypical sex characteristics, such as chromosomes, reproductive organs and gonads, and cannot be categorised in binary categories or male and female. Their gender identity and expression is diverse, like for everyone else. Some intersex people might want to use private changing rooms for a variety of reasons.