



Terms and Conditions

Welcome to Bluewater leisure Centre, a Colac Otway Shire operated facility. Bluewater was established in 1992, with the aim of providing additional community recreation programs and services through the construction of an indoor aquatic facility built adjacent to the existing recreation centre.

The facility includes a 6 lane 25 metre indoor heated pool, warm water pool, toddler pool, spa, steam room, gymnasium, program rooms, dedicated spin room, childcare facility, meeting room, retail shop and café.

Bluewater Membership Options

There are a number of different membership types to suit your needs depending on your lifestyle, level of commitment and facility requirements. Ask a Customer Service Officer for help in determining the most suitable membership package for you. Memberships can be paid in full for a period of 12 months or by direct debit via fortnightly deductions from you nominated bank account or credit card. Memberships are not transferrable to other members.

Membership Levels & Types

Platinum	Entitles access to all group fitness classes, gymnasium including fitness assessments and personalised exercise programs, pool, spa, steam room, and stadium use (subject to availability and conditions of entry)
Gold	Entitles use of all "dry area facilities" which are the gymnasium including fitness assessments and personalised exercise programs and group fitness classes. Conditions apply
Aqua	Entitles use of all aquatic facilities including pool, spa and sauna. Conditions apply
Multi Pass	Entitles the bearer to a specified number of visits to a particular area. Expiry dates apply. Conditions apply
Adult	Person 18 years of age and older
Concession	Any person who provides proof of authorised concession entitlement cards including Pensioners, Seniors, Student, Disability and Carers. (Not healthcare cards)
Child	Any person between 4 – 14 years of age
Toddler	Any person between 0 – 3 years of age
Family	Includes two adults e.g. husband and wife or de facto relationship with up to four (4) dependent children under the age of 18 (or full time student under the age of 21), living at the same place of residence.
Corporate	Any person employed by an organisation that has entered into a corporate membership agreement with Bluewater Fitness Centre. Proof of employment is required

Policy Interpretation

In all areas concerning memberships, the decision of Bluewater Leisure Centre management is final. Bluewater management reserves the right to amend membership terms and conditions, cancel a membership and/or restrict access to any part of the centre whether for maintenance or restricted use without alterations to memberships where reasonable and fair action is taken. Management retains total control over standards, policies and operating procedures of the Centre in accordance with governing industry bodies and compliance regulations.

Membership Cards

Membership cards must be carried at all times to gain access to the Centre and are to be scanned at access control points upon entry. Staff may request at any time that you provide your membership card for identification.

Membership Suspension and Suspension Period Limits:

Memberships can be suspended according to the suspension period limits. The suspension period limits do not apply if your suspension is due to physical illness or injury which prevents participation at the facility, in which case a medical certificate is required. All suspensions must be made on a membership modification form, available at reception or online. The minimum suspension term for paid in full memberships is 14 days.

Membership Type	No. of suspensions entitled	Accumulative Max. Suspension
Direct Debit	3 (per 12 month period)	56 days
12 months	3	56 days

Refunds

Refunds are only available for 12 month memberships at the discretion of the Manager. Application for a refund must be made in writing and supported by a doctor's certificate or an explanation of extenuating circumstances. Refunds will be calculated from the first business day upon receipt and based on a pro-rata rate for the unused term of the membership, less a \$30.00 administration fee. Refunds are administered by the Colac Otway Shire office via a cheque which will be posted to the individual.



Conduct

Management reserves the right to suspend or expel any member for failing to comply with the Aquatic Area Conditions of Entry, Gym & Stadium Conditions of Entry and the Spa and Steam Room Conditions of Use, or for conduct that management deems improper. All members use the Centre at their own risk. Please report any inappropriate behaviour by other users to staff immediately.

Smoking, Drinking and Eating

SMOKING and/or THE CONSUMPTION OF ALCOHOL IS STRICTLY PROHIBITED anywhere within the Centre grounds including the outdoor areas and playgrounds. Persons under the influence of alcohol or drugs are not permitted on Centre grounds. No glass containers are permitted within the Centre.

Age Restrictions & Supervision

Children under the age of 10 must be actively supervised by an adult or guardian over the age of 18 when using the pool facilities. Students and Children under the age of 16 are not permitted to enter the gymnasium unless prior arrangement has been made with management and the appropriate paper work has been completed.

Diving

There is strictly NO diving permitted at Bluewater unless the individual is under the direction and supervision of a qualified Colac Swimming Club or Bluewater Leisure Centre coach or program instructor.

Dress code

Members are requested to dress modestly and wear appropriate clothing in accordance with your purpose of participation. Enclosed footwear (no work boots) is required in the gymnasium, stadium and program rooms. Shirts must be worn in the gymnasium at all times. Appropriate swimwear is to be worn at all times in the pools, spa and sauna. No cut off jeans or nudity. Toddlers MUST wear swim nappies when in the pool. In accordance with our Sun Smart policy children in the Crèche and any Bluewater programs must wear a hat during outdoor activities.

Lost Property

If you have misplaced personal items within the Centre please see staff to check our lost property collection. Items such as clothing, water bottles and equipment will be safely stored for a period of time before being donated to a local charity if not redeemed. More valuable items and items showing identification will be stored securely by management and should be requested through reception. Bluewater accepts no responsibility for personal items lost, damaged or stolen from or within Centre grounds.

Customer Feedback, Complaints and Grievances

Bluewater welcomes customer feedback to assist with "best practice" and "best value" principles in offering the community our services. Our staff are approachable and accept customer comments without judgement. Employees are representatives of Colac Otway Shire and as such are not permitted to make public comment including "off the record" statements to customers and the media concerning business or operational policies and procedures. Customers are entitled to forward formal complaints and grievances to the manager in writing on a customer feedback form (available at reception) and can expect all statements to be dealt with in a confidential and professional manner.

Privacy

Colac Otway Shire and Bluewater Leisure Centre consider the responsible handling of information as a fundamental role and make a commitment to respecting and maintaining an individual's right to privacy in accordance with the Information Privacy Act 2000 (VIC). Bluewater collects personal information from members and users for the purposes of; organising and administering your membership, providing medical or first aid treatment to you and disclosing your health information to medical staff that provide medical treatment if required and sending you promotional material such as newsletters, special promotions and customer surveys related to your membership.

Should you need to change or access your personal details or require further information about Council's Privacy Policy contact our Senior Document Management Officer on 5232 9400.

Bluewater Leisure Centre

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