



## Frequently Asked Questions

Bluewater Leisure Centre is currently open with a number of measures in place to ensure safety and compliance with current Victorian Government COVID restrictions. This document has been developed to assist users with the most up to date information about the changes. For further information, please visit [www.bluewater.org.au](http://www.bluewater.org.au) or view the Centre's Terms and Conditions.

### OPENING HOURS

#### **Why aren't you open your normal hours?**

Due to the significant changes to operations as a result of the COVID-19 restrictions as prescribed by the Chief Health Officer, Bluewater will be operating on reduce hours across the centre to put new safety practices in place, manage patron numbers and reduce the financial impact of the restrictions. Opening hours will be reviewed ongoing and as restrictions change.

#### **Why isn't the gym open 24/7?**

As the gym is not staffed 24/7, Bluewater cannot ensure that the 20 patron limit is adhered to. An additional session has been scheduled on weekdays in the morning to cater for as many working users as possible. Further, as prescribed by the Chief Health Officer, regular cleaning of the venue must occur to protect the health of our users, as the venue will not be staffed 24/7 this will not be able to occur.

### SESSION TIMES & BOOKINGS

#### **Why are the session times 60 minutes for the pool and 75 minutes for the gym?**

Session times have been introduced and are based on the average visit time of our users in each area. Each session will be for the allocated time only to ensure that many people in the community have the opportunity to access the services.

#### **Can I book a back to back session?**

Yes. However, to ensure the highest level of hygiene is maintained, time between sessions has been allocated for staff to conduct regular cleaning and sterilisation of surfaces and all patrons must leave the facility in order for this to occur.

#### **Can I book for someone else?**

All bookings must be made by the person or the parent/guardian of who will be attending the session as we need to record details in line with advice provided by the Chief Health Officer.

#### **Can I book a Bluewater facility outside of the opening times?**

Yes. Facility bookings will be accepted by Bluewater for after hour bookings within the COVID-19 restrictions as prescribed by the Chief Health Officer. Hire fees will apply.



### **Can I book on the day?**

Yes. Bookings open two days before a scheduled session and close an hour before the session start time (with the exception of 6am and 8am sessions as the centre will not be open to take bookings).

### **Why can't I book more than two days in advance?**

As Bluewater is operating on reduced opening hours and limited session times, we want to ensure that all users have the opportunity to book and use the facility. With bookings opening up two days in advance, it prevents users from making multiple bookings that may prevent other users from accessing the service at a time that is convenient to them.

### **Can I just show up on the day?**

No. We are managing the restriction of 20 persons in an enclosed space by using the booking system. We are unable to guarantee that you will have access if you just present to the centre without a booking. The doors will be closed during sessions with patrons only entering the reception area to check in and complete any required paperwork or make payments.

### **What happens if I arrive late to my session?**

You can still attend your session; however, you will still need to leave at the designated finish time.

### **The sessions you have available don't suit me, what do I do?**

We are interested to learn of the impact of changes to Bluewater operations from our users and members and encourage patrons to add their feedback to the 'suggestion box' at the centre during your session time or complete a short survey on Bluewater's website.

### **If I have already made a booking for later in the year do I have to rebook?**

No. If you have made a booking and it has been confirmed by Bluewater staff the booking will be honoured only if COVID-19 restrictions permit.

## **POOL**

### **Can I come swimming with my family?**

Yes, however all patrons will be required to book and adhere to the pool limits, for example, a maximum of six people in the warm water pool.

### **Can I sit on the side of the pool and supervise?**

From Monday June 22, Bluewater can cater for 20 spectators per session on top of the 20 patron limit for swimmers in the pool. Spectators must still book to ensure Bluewater can adhere to the 20 patron limit and appropriate details can be recorded as prescribed by the Chief Health Officer.

## **GYM**

### **Can I work out with a friend in the gym?**

Yes. As long as you book your session and maintain adequate social distancing, your welcome to come along to the gym together.



**Can I do a personal training sessions?**

At this point in time, Bluewater is not offering personal training sessions as instructors will be required to conduct additional cleaning in the gym with the current restrictions in place. This will be reviewed as restrictions continue to ease.

**What happens if I can't get on to the machine that is on my program due to social distancing?**

Bluewater Gym users must adhere to social distancing practices at all times. This means if you cannot use a piece of equipment because you will be too close to another patron, you will have to come back at another time or complete an alternate exercise.

**What happens if I haven't finished my program and my session time is up?**

Once your session time is up, you will need to exit the facility. Each session will be for the allocated time only to ensure that many people in the community have the opportunity to access the services and allow staff to undertake mandatory cleaning of equipment and surfaces.

**What happens if I forget a towel?**

Gym users will be required to bring a towel and they must wipe down equipment with sanitising wipes provided, before and after use. Users may be denied entry if they do not follow these strict hygiene practices which are in place to keep all of our users as safe as possible. Gym towels will be available for purchase at reception.

**What happens if a machine featured on my program has been removed/replaced?**

A Gym Instructor will be available during your session time to assist you with any questions you might have.

**CLASSES & PROGRAMS**

**When will group fitness classes in the pool and gym be resuming?**

Group Fitness Classes in both the pool and the gym will not be resuming at this point in time due to the current patron number restrictions in place. Bluewater will provide further details to members and the wider community at a later date.

**Are Les Mills Classes running?**

Les Mills Classes will not be resuming at this point in time due to the current patron number restrictions and cleaning requirements in place. Bluewater will provide further details to members and the wider community at a later date.

**Are Swimming Lessons running now?**

No. Swim School and private lessons will not be resuming at this point in time due to the restrictions in place for pool users. Bluewater will provide further details to members and the wider community at a later date.



## **OTHER FACILITIES**

### **Why can't I shower or change after my session time?**

Change rooms and showers are only available for use during your session time as cleaning must occur in these areas between sessions to ensure Bluewater is maintaining the highest level of hygiene and safety for our patrons.

### **Can I come and shoot hoops in the stadium?**

No. Bluewater have commenced planning for the reopening of the stadium and further details will be provided to members and the wider community at a later date.

### **Will the café be open?**

Limited drinks and merchandise will be available for patrons to purchase during their allocated session time.

### **Can I use the drinking fountain?**

We discourage the use of the drinking fountains to maintain the highest level of hygiene. We instead encourage patrons to bring a water bottle and these can be filled at the drinking fountain. Alternatively, the Bluewater Café has bottled water for purchase during your session.

## **MEMBERSHIPS**

### **Can I sign up to be a member now in order to get free access for June?**

At this stage Bluewater will not be taking new memberships. This will be reviewed as restrictions ease.

### **What will happen to my membership?**

To reduce the financial impact of the closure on users, the following measures have been put in place with no paperwork required by members:

#### **Direct debit**

Direct debit memberships have been automatically suspended at no cost during the centre's closure due to COVID-19 restrictions.

Payments will automatically begin again on 1 July 2020.

#### **Paid in full**

Members who have paid upfront will have their membership expiry extended to compensate for the suspension period.

#### **Multipasses**

Multipasses have a three-year expiry date and will have their multipass expiry extended to compensate for the suspension period.



### **When will direct debit memberships restart?**

The following measures have been put in place with regards to direct debit memberships at the centre:

#### Gym, Pool and Platinum memberships

From July 1, Bluewater will automatically restart memberships with payments discounted by 50% initially while programs and some facilities such as 24/7 gym, spa & steam room are not available.

#### Childcare memberships

From July 1, Bluewater will automatically restart memberships at full price. As members will have the opportunity to book to the maximum of 6 hours per week as usual, no discount will be applied.

#### Swim School memberships

Swim School will not be recommencing at this point in time, as such memberships will remain suspended.

### **Do I have to re-join when the centre reopens?**

If you are currently a member, your membership will begin again automatically when the centre reopens unless you have cancelled your membership. All cancelled members will be required to fill out a membership application and associated paperwork to re-join.

### **What if I'm planning to go away later this year, can I suspend my membership again?**

Yes. Considering the current situation is out of the control of our members, this suspension period is considered involuntary and will not restrict members from taking up to 56 days' suspension at another time during the year.

## **SAFETY**

### **If I have tested positive to Coronavirus and have been to Bluewater, do I need to tell the centre?**

No. If you have tested positive for the virus, the Department of Health & Human Services will provide advice directly to Bluewater that a confirmed case has been in contact with the centre.

### **Will Bluewater close again if there's a confirmed coronavirus case?**

Bluewater will act on the advice of the Department of Health and Human Services if there is a case connected to the centre. Any closures will be advertised to members and users.

### **Can I catch COVID-19 in the water?**

There's no evidence that COVID-19 spreads through swimming pools. Further, to maintain appropriate levels of disinfectant, Bluewater Leisure Centre treats its pool water in line with the Public Health and Wellbeing Regulations.