

Frequently Asked Questions - Bluewater Leisure Centre Closure COVID-19

When will Bluewater reopen?

No timeframes have been provided on the closure of the centre due to the uncertainty of the COVID-19 situation and the centre will remain closed until further notice.

If I've visited the centre recently am I at risk of contracting coronavirus?

At this time, Bluewater has had no confirmation that any confirmed cases have been in contact with the centre or staff.

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

To protect your privacy, we recommend that if you have tested positive for Coronavirus inform your local GP or Colac Area Health that you have visited the centre and they will advise the centre if necessary.

Will my membership be automatically cancelled?

No. All memberships will be temporarily suspended at no cost and restart when the centre reopens. Patrons wishing to cancel their membership will need to follow the standard cancellation process by completing a Membership Modification Form.

What happens 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 will be automatically suspended at no cost to members until the centre reopens.

Payments will automatically begin again following the reopening of the centre.

Paid in full

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

Multipasses

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

I have already suspended my membership, what happens now?

Your membership will remain suspended during the period of the temporary closure. If the centre reopens before your suspension end date, you can simply come back in to the centre and ask for your payments to resume as normal.

What if the closure is longer than the 56-day suspension limit?

If the closure is longer than the 56-day limit, all memberships will remain suspended at no cost to patrons.

Can I access the gym 24/7 during the closure?

No. The entire Bluewater complex will be closed to the public to prevent the spread of the virus.

Can I get a refund for my membership?

No. Refunds will not be provided for the temporary closure as memberships will be suspended or extended to compensate for the closure period. If you are applying for a refund outside of the COVID-19 closure, these applications will be considered in line with the Centre's Terms & Conditions.

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.

Does my child keep their spot in Swim School?

All efforts will be made to hold spots in classes for current Swim School members. Further information will be provided to our Swim School families closer to the centre reopening.

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.

Will I still be able to access the Childcare service?

No. As Bluewater's Childcare is a restricted licence and only has a maximum of 6 hours of childcare available per week, the service will be closing in line with the direction to close Aquatic & Leisure Facilities as a non-essential service.