



Frequently Asked Questions

Colac's Bluewater indoor pool facilities will reopen Monday 1 June 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 or view the Centre's Terms and Conditions.

Opening Hours & Session Times

1. Why aren't you open your normal hours?

Due to the significant changes to operations as a result of the COVID-19 restrictions put in place for pools, Bluewater will be operating on reduced hours to assist in putting new safety practices in place, managing patron numbers and reducing the final impact of the restrictions. This will be reviewed ongoing and as restrictions change.

2. Why are the session times only an hour?

Each allocated swimming session will be for one hour only in an effort to provide many people in the community with the opportunity to use the pool.

3. Can I book a back to back session?

No. Each allocated swimming session will be for one hour only in an effort to provide many people in the community with the opportunity to use the pool. Time will also be allocated between swimming sessions for staff to conduct cleaning and sterilisation of surfaces.

4. 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 three people per lane in the 25m pool.

5. Can I book for someone else?

All bookings must be made by the person who will be attending the session or the responsible guardian for patrons under the age of 10. This is due to the need for staff to undertake a short questionnaire with users over the phone prior to confirming the booking.

6. Can I book the pool outside of the opening times?

Yes. Facility bookings will be accepted by Bluewater for after hour bookings. Hire fees and restrictions will still apply.

7. Can I book on the day?

Yes. Bookings open the day 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).



8. 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 complete any required paperwork, make payment and then moved on to the pool hall.

9. 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:

www.bluewater.org.au/Bluewater-Pool-Facilities-Reopening-Monday-1-June

10. If I have already made a booking for later in the year, and the centre is open again, 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 if the facility is open, though it is important to note that restrictions may impact your booking.

Facilities

1. Why are the change rooms and showers closed?

Based on the advice and restrictions put in place by the Chief Medical Health Officer, all pools across the state must close communal showers and change rooms in a bid to reduce gatherings in enclosed areas.

2. If showers and change rooms are closed, can I get changed in the toilets?

No. Toilets are not to be used for the purpose of changing to minimise patrons contact with surfaces in the facility.

3. 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

1. 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.

2. Can I reactivate my membership if I want to?

Memberships will not be activated until the centre fully opens, this is to maintain equitable access for all members of the community while we have restriction in place for maximum numbers.

3. 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 restrictions ease.

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 suspension period.

Multipasses

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

4. 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.

5. 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.

6. 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.

Other Bluewater Facilities & Service

1. What are your plans with the reopening of the gym on the 22nd of June?

Bluewater are closely monitoring the advice provided by the State Government and have commenced planning for the reopening of the gym and some programming. Further details will be provided to members and the wider community at a later date.

2. Will childcare be opening soon?

Bluewater have commenced planning for the reopening of the Childcare service. Further details will be provided to members and the wider community at a later date.

3. When will aquatic group fitness classes be resuming?

Aquatic Group Fitness Classes 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.

4. Can I come and shoot hoops in the stadium?

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



5. Will the café be open?

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

6. Are Swimming Lessons running now?

No. Swim School 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.

7. Can I hire Bluewater Gym Equipment?

Bluewater Leisure Centre have limited equipment and will not be hiring selling or lending any equipment during the COVID-19 closure.

Safety

1. 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.

2. 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.

3. 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.