



## 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.

### **Coronavirus (COVID-19) Restrictions**

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.

Current restrictions allow a maximum of 20 patrons (total) to have use of the swimming pool facilities with a booking system to be in place to ensure the maximum is not exceeded.

From Monday June 1 the following swimming pools will be open:

25m lap pool	Up to a maximum of 18 patrons, 3 people per lane
Warm Water Pool	Up to a maximum of 6 patrons, 1 person per 4sqm
Toddler Pool	Up to a maximum of 6 patrons, 1 person per 4sqm

Under the current restrictions communal showers and change rooms remain closed. Patrons will need to arrive at the pool with bathers already on and be prepared to leave in bathers after their swim.

Limited drinks and merchandise will be available for patrons to purchase from the Bluewater Cafe during allocated session times.

The spa, steam room and splash pad remain closed under current directions. All other services and facilities will remain closed at the centre until further notice.

### **Opening Hours**

Bluewater Leisure Centre are currently operating with reduced open hours as follows:

Monday - Friday	6am – 7pm
Saturday	8.00am – 12pm
Sunday	8.00am – 10.30am



Bluewater will not be opening on public holidays currently.

Due to the COVID-19 restrictions, patrons will not be able to visit the centre in person unless attending a booked swimming session.

### **Bookings & Session Times**

Session times and a booking system will operate to ensure the centre adheres to the maximum 20 patron rule. This will mean that any person within that allocated 20 will need to be using the pool, no spectators will be allowed.

Each allocated swimming session will be for one-hour maximum in an effort to provide many people in the community with the opportunity to use the pool. Session times are as follows:

Monday - Friday	<ul style="list-style-type: none"><li>• 6.00am – 7.00am</li><li>• 7.30am – 8.30am</li><li>• 9.00am – 10.00am</li><li>• 3.00pm – 4.00pm</li><li>• 4.30pm – 5.30pm</li><li>• 6.00pm – 7.00pm</li></ul>
Saturday	<ul style="list-style-type: none"><li>• 8.00am – 9.00am</li><li>• 9.30am – 10.30am</li><li>• 11.00am – 12.00pm</li></ul>
Sunday	<ul style="list-style-type: none"><li>• 8.00am – 9.00am</li><li>• 9.30am – 10.30am</li></ul>

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).

Bookings must be made by contacting Bluewater by phone on 5232 9551 during the centre's opening hours. Patrons will be required to answer a brief questionnaire prior to the booking being confirmed, therefore no bookings will be accepted via email or social media.

Doors will open 15 minutes prior to your scheduled swim session in order for Bluewater staff to check your booking, complete necessary paperwork and process payments (if applicable). Outside of this time, the centre doors will be locked at all times to ensure the centre adheres to patron number regulations, essentially that means if you don't have a booking, you will not be able to enter the facility.

**Strictly no walk-ins will be allowed into the facility.**

If you cannot make your booking, we would appreciate you notifying the centre no later than one hour before the session, so the spot may be offered to another patron.

### **Bluewater Payment Options**

As use of the swimming facilities remains limited under the COVID restrictions, Council will offer free entry to the pool to Bluewater members for the month of June 2020.



There are a number of different payment options to suit your needs depending on your lifestyle, level of commitment and budget requirements. Customer Relations can assist in determining the most suitable payment option for you. Multipasses are not transferrable to other users.

#### Casual Passes

Payment Options	Member	Non-Member
Adult Swim	\$5.60	\$7.00
Concession Swim	\$4.80	\$5.60
Child Swim (children under 10)	Free	\$4.80
Family Swim (2 adults & up to 4 children)		\$20.90

#### Multipasses

Type	Member	Non-Member
Adult Swim x 10	\$54.00	\$66.20
Concession Swim x 10	\$46.20	\$54.00

#### **Additional Safety Measures**

A number of measures have been taken at Bluewater Leisure Centre to maintain the highest level of safety from patrons and staff. These include:

- Hand sanitising stations at entrances/exits
- Additional professional cleaning
- Sterilisation and cleaning of surfaces between swimming sessions
- Barriers and signage
- Social distancing floor guides and waiting areas
- Perspex shields for customer service
- Mandatory recording of patron details

We ask that all patrons obey the directions of staff and respect social distancing practices where possible. Most importantly, **if you are unwell please stay at home.**

#### **COVIDSafe App**

Patrons are strongly encouraged to download the COVIDSafe app so in the event there is a confirmed case, it will assist health professionals to speed up the current manual process of finding people who have been in close contact with someone with COVID-19. This means you'll be contacted more quickly if you are at risk. This reduces the chances of you passing on the virus to your family, friends and other people in the community.



For more information visit [www.covidsafe.gov.au](http://www.covidsafe.gov.au)

### **Information on the coronavirus**

For the latest information from the Department of Health and Human Services (DHHS) on the novel coronavirus please visit their website [www.dhhs.vic.gov.au/novelcoronavirus](http://www.dhhs.vic.gov.au/novelcoronavirus)

### **Membership Cards**

Membership cards are currently not active at the centre.

### **Refunds or Credits**

Bluewater Leisure Centre will not be offering refunds for the period of temporarily closure and membership suspensions due to COVID-19. Application for a refund or credit must be made in writing and supported by a doctor's certificate or an explanation of extenuating circumstances. Refunds or credits are only available at the discretion of the Manager.

### **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.

### **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 patrons 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**

All children under the age of 10 must have a supervising adult in the water with them at all times. Due to the 20 patron rule, no spectators will be allowed so parents/guardians supervising must be in the water.

Children under the age of 5 must be within arm's reach of a parent or guardian and children under 10 actively supervised by an adult or guardian over the age of 16 at all times when using the pool facilities.



### **Parking**

To minimise disruptions to nearby residents, Bluewater encourages the use of off street parking to the West and East of the complex.

### **Noise**

To minimise disruptions to nearby residents, it is expected that patrons of Bluewater will keep noise outside the Centre to a minimum.

### **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.

### **Duress Alarms & Centre Security**

Duress alarms feature in the Centre's gym, virtual group fitness studio and are also provide on lanyards for members for personal use outside of staffed hours. These duress alarms should only be activated in the event of an emergency. Should a duress alarm be activated for a reason deemed inappropriate by Bluewater Leisure Centre Management a \$150.00 fee may be incurred by the patron.

Bluewater Leisure Centre is also fitted with CCTV cameras and security alarms that operate 24/7 for patron and staff safety.

### **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 Childcare 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.

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](http://www.bluewater.org.au/Bluewater-Pool-Facilities-Reopening-Monday-1-June)

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.