**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 reduced 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**

**Do I need to book a session time?**

From Monday November 23, bookings for public use in the pool hall will no longer be required.
Bookings for the gymnasium and group fitness are still required.

The online booking portal for gym use and group fitness classes will launch Friday November 20 at 5:30am.

Bookings can be made for Friday – Friday.

**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 on the Friday before hand for gymnasium and group fitness.
Bookings can be made Friday to Friday.

**Why can’t I book more 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 a week 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?**

Only for pool access.
From Monday November 23, bookings for the pool will no longer be required.

Due to current guidelines and restrictions in line with user groups – there will be times throughout the day where the pool is unavailable for public use.

These times will vary week to week. This information will be communicated on the Thursday before via our Facebook Page, Website, availability board in the foyer, there will also be a hand out available at CRA for easy access.

If patrons are travelling a distance or want to confirm pool availability before attending, you can give our Customer Service Team a call on 52329551 before attending.

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

You can still attend your gym 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.

**PERFECT GYM PORTAL

What is Perfect Gym?**

Perfect gym is an online client portal. This system has a user-friendly online booking system.

It will allow members to have control over their memberships.
-Sign up to new contracts
- Update personal details and personal details of any linked family members

-See and edit payment schedules (Make payments in advance)
-Pay any outstanding amounts
-Update payment options
-Can book in & cancel for session times including gym, pool, group fitness and childcare (This is currently not activated but will be in the near future, members will be notified once this goes live)

**MEMBERSHIPS**

**Can I sign up to be a member now in order to get access to the centre?**

Yes! We are taking new memberships. Memberships can be accessed online on <https://bluewater.perfectgym.com.au/CLIENTPORTAL2/#/Login>

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

Due to the financial implication of COVID on our members **ALL** memberships have been cancelled.
You will need to resign as a member on our new software portal

<https://bluewater.perfectgym.com.au/CLIENTPORTAL2/#/ForgotPassword>

Direct debit

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

If you have resigned on Perfect Gym, then your direct debit will be debited every second Thursday.

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 these will have their expiry extended to compensate for the suspension period.

**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.

**POOL**

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

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

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

Yes, Bluewater can cater for spectators per session on top of the patron limit for swimmers in the pool. Spectators MUST sign in using the QR code or sign in sheets.

**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 are offering personal training. These can be booked by contacting the centre on 5232 9551. Or by speaking to the trainer during your session.

**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.

**Can I get a program or assessment?**

Program or assessment is not yet available. This will be reviewed in the near future and we will begin taking bookings.

**CLASSES & PROGRAMS**

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

Group Fitness Classes in the gym resumed from November 9th
This is currently a limited group fitness time table in order to adhere to the capacity regulations across the venue.

**When will Aquatic group fitness classes in the gym be resuming?**At this point in time Aquatic Group Fitness will not be resuming due to limited access in the pool.

This decision will be reviewed regularly.

**Are Les Mills Classes running?**

Due to an equipment malfunction Les Mills is currently unavailable we are looking to have this up and running as soon as possible.

**Are Swimming Lessons running now?**

Yes! We are currently running a 6 week Learn to Swim Program. Enrolments are still welcome and can be made by phoning us on 5232 9551.

**OTHER FACILITIES**

**Are change rooms open?**

Change rooms and showers are available but 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.

**Is the spa available?**

With social distancing guidelines in place access to the spa will also resume from Monday November 23 – this will allow 2 patrons to access the spa at one time. We ask members to be courteous while other members are waiting and to only use the spa for a maximum of 2 cycles.

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

Yes! Bookings are not essential but you will need to visit Customer Service to sign in before heading into the Stadium.
The stadium is unavailable 8:45am – 3:30pm Monday - Friday.

 **Will the café be open?**

Limited food, 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.

**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.