



Memo

To: QPRC Aquatics Patrons
From: QPRC Aquatics Staff
Subject: **QPRC Aquatics Queanbeyan Terms and Conditions (from 16 January 2021)**
Date: 12 January 2021

Please note

The nation-wide response to COVID-19 (Coronavirus) continues to develop and is changing rapidly.

Sitting above any of our terms and conditions are Commonwealth and NSW Government laws, policies and procedures. For example, if you are required to self-isolate due to visiting a COVID-19 hot spot, you are required to do so and are not permitted to enter our venue.

Changes to terms and conditions

We have been permitted to change some aspects of our operations. All changes are within the government requirements.

We ask that you read this carefully as it has very important details regarding the temporary restrictions and processes we will be operating under.

We are continuing to monitor changes and these terms and conditions are subject to further change.

Entering our venue

Please stay home if unwell and get tested. Do not enter our venue.

You will also be asked whether you have visited any of the latest COVID-19 hotspots. If you have, you will be required to exit the venue immediately. Hotspots are continually updated from <https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>

Individuals must sanitise their hands upon entry.

We are no longer required to check your temperature before entering the centre.

Change rooms

Our change rooms can be used. But the following conditions apply:

- Change rooms should only be used if necessary
- Showers should only be used if necessary
- Patrons are encouraged to change at home before and after using the venue
- If you need to use our change rooms, social distancing requirements are in place meaning there are maximum numbers allowed. Numbers are indicated at the entrances.

Aqua fitness

Classes are generally 45 minutes in length and can be booked online through – <https://secure.activecarrot.com/public/session/classes/1217/2020-10-30/677>

Due to popular demand and maximum bather loads, bookings will still be essential. When aqua motion is on, there will be limited lanes available for lap swimming in the indoor pool.

Splash park

Please note:

- The splash park is available for bookings and/or birthday parties. If it is booked, it will not be available online.
- The splash park is not always in operation. Availability can be viewed online through – <https://secure.activecarrot.com/public/facility/browse/1217%20/1536>
- Please check if the splash park is in operation before attending the venue. There is no additional cost to use the splash park.

Bookings

Except for aqua fitness, bookings are no longer essential. There will be maximum bather loads as follows:

	Total
Splash park	82
Indoor pool	86
Outdoor pool	230

If any of the areas reach capacity, no further individuals will be permitted to enter until others leave i.e. one in, one out.

Please note that there will be times that the pool will be unavailable to the general public due to bookings such as school carnivals.

Availability can be viewed online through – <https://secure.activecarrot.com/public/facility/browse/1217%20/1536>

QR Codes

If you are not a membership holder, you will be required to sign-in using a QR code. This is in accordance with NSW Government requirements. You must use the Service NSW App and show our staff that you have checked in. If you do not have a suitable phone, paper forms will be available.

If you are using the pool for one of the reasons below, you will not need to sign-in using a QR code:

- You are a member or 10 visit pass-holder
- You are attending swimming lessons

In these instances, we will have your contact details already and signing in again is not necessary.

If you have booked through an external party such as a swim club, they will have their own processes for record-keeping.

Operating hours are:

Weekdays 5.30am – 7.30pm and

Weekends 7am – 6pm

Other important information

- Cash is now being accepted.
- Transaction/customer tracking will be in place in accordance with NSW Government requirements.
- Social distancing of 1.5m applies where applicable.
- The kiosk will return to its pre-COVID offerings.
- You must bring your own equipment. The venues will not be lending out any equipment.
- No returns for purchased merchandise.

If you have any questions please do not hesitate to get in contact.

Our team is looking forward to continuing to serve the community.

QPRC Aquatics

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