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## Memo

**To:** QPRC Aquatics Patrons  
**From:** QPRC Aquatics Staff  
**Subject:** **QPRC Aquatics Queanbeyan Terms and Conditions (from 24 August 2020)**  
**Date:** 18 August 2020

### 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 given permission to change some aspects of our operations. All changes are within the government requirements. QPRC Aquatics is taking a cautious approach for the safety of staff and patrons.

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

### Entering our venue

Every individual must have their temperature checked and recorded upon entry. If any individual records a temperature of higher than 38 degrees, they will be required to exit the venue immediately. Patrons who refuse to have their temperature checked will be refused entry. Anyone else accompanying yourself (i.e. child for swimming lesson) will also be required to leave the venue immediately. We understand the temperature devices may not always be 100% accurate but believe this will help protect our community.

You will also be asked whether you have visited any of the latest COVID-19 hot spots. If you have, you will be required to exit the venue immediately

### Swimming Lessons

Swimming lessons have commenced. When swimming lessons are on, there will be availability for lap swimming. For example, on Monday mornings, there are limited classes therefore some lanes will be available for lap swimming for 30 minutes. On Saturday mornings, there are multiple classes on therefore no lanes will be available for lap swimming.

Further information and availability is available by contacting us.

### Change rooms

Our indoor change rooms have been refurbished and are able to be used subject to the following conditions:

- Change rooms should only be used if absolutely necessary
- Showers are not be available at our venue
- Patrons are encouraged to change at home before and after using the venue
- If you need to use our change rooms, there are social distancing requirements meaning there are maximum numbers allowed. Numbers are indicated at the entrances.

### Aqua Fitness

Please note that Zumba classes are not currently being offered. All classes are Aqua Motion. The temporary time table below will be in place until further notice.

Classes will be cancelled if instructors are unavailable.

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>6.30am</b>	<b>X</b>		<b>X</b>		
<b>8.30am</b>	<b>X</b>		<b>X</b>		<b>X</b>
<b>6.30pm</b>				<b>X</b>	

When Aqua Motion is on, there will be limited lanes available for lap swimming. For example 6.30am classes are restricted to 10 people, therefore some lanes are available for lap swimming for 45 minutes. Classes at 8.30am can accommodate up to 20 people which means no lanes are available for lap swimming.

Bookings are essential and can be made in person, over the phone, via email or online through – <https://secure.activecarrot.com/public/session/classes/1217/>

### Lap Swimming

We will be taking bookings for any activity i.e. walking/exercise, lap swimming and family recreation. Patrons per lane has increased from one to two.

Please note that with the increase from one to two per lane there is a possibility you may be sharing with an individual doing walking/exercising. We will do our best to have similar bookings types together but where this is not possible we ask that participants work together to share the lane by using one side each.

In all other instances, we remind all swimmers that lane etiquette is very important. You must swim on the left at all times.

Sessions will be 45 minutes with 15 minutes to exit the facility before the next group begins. The exception being the lap swimming options during swimming lessons when sessions will be 30 minutes.

As above, lane availability has increased. Availability can be viewed online through – <https://secure.activecarrot.com/public/facility/browse/1217%20/1536>

Bookings are essential and can be made in person, over the phone or via email. Online bookings are currently unavailable due to the complexities of shared lanes between different users.

#### Operating hours are:

Weekdays 5.30am – 7.30pm and  
Weekends 7.00am – 6.00pm

From Saturday 29 August 2020 our weekend hours will be extended to 7.00am to 6.00pm.

#### Everything you need to know about booking.

- Bookings will not be accepted more than seven days in advance.
- First in, best dressed.
- Payment is required upon booking for non-members.
- Payments are non-refundable for no-shows or cancellations with less than 12 hours' notice.
- Sessions can be re-scheduled with 12 hours' notice.
- Visit passes can be used.
- Any no show without prior notice or a valid reason will be unable to book for a further seven days. Any bookings within those seven days will also be cancelled.
- Memberships can remain on hold if requested.
- Please arrive to your session five minutes early and wait outside the facility. The doors will remain locked and staff will let you in.
- Carers (with a companion card) are permitted to attend sessions.
- A child who wishes to attend a lap swimming session (no recreation) and is not in Year 7 or above will need a parent or guardian present. The spectator fee applies still applies to the parent or guardian.
- Children in Year 7 or above are permitted to attend on their own. If a parent or guardian still wishes to attend, the spectator fee still applies to the parent or guardian.

#### Other important information

- Individuals must sanitise their hands upon entry.

- Cashless transactions only.
- Transaction/customer tracking will be in place in accordance with NSW Government requirements.
- Social distancing of 1.5m and 1 person per four square metres applies where applicable.
- Only pre-packaged food is being sold from our kiosk. No coffee or hot food.
- You must bring your own equipment. The Centre will not be lending out any equipment.
- No returns for purchased merchandise.

If you have any questions please do not hesitate to give us a call.

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

**QPRC Aquatics**

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