



Memo

To: QPRC Aquatics Patrons
From: QPRC Aquatics Staff
Subject: **QPRC Aquatics Queanbeyan Terms and Conditions (from 7 November 2020)**
Date: 3 November 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 permitted 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 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 limited 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 in the indoor pool. On Saturday mornings, there are multiple classes on therefore no lanes will be available for lap swimming in the indoor pool.

Further information and availability are available by contacting us.

Change rooms

Individuals that book to use the indoor pool will be able to use the indoor pool change rooms only. Individuals that book to use the outdoor pool will be able to use the outdoor pool change rooms only.

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

- Change rooms should only be used if necessary
- Showers are not 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, social distancing requirements are in place 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.

	Monday	Tuesday	Wednesday	Thursday	Friday
6.30am	X		X		
8.30am	X		X		X
6.30pm				X	

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

Classes are generally 45 minutes in length and can be booked online through – <https://secure.activecarrot.com/public/session/classes/1217/2020-11-03/677>

Recreational swimming

We will be taking bookings for recreational swimming. There will be areas of the pool that will not have any lane ropes and will be free space. Individuals will be able to swim

as they please in this area. Patrons will be encouraged and reminded about social distancing requirements. Lifeguards will enforce this.

The wet play area is not available to use at the moment.

Session times are generally 90 minutes in length and can be booked online through – <https://secure.activecarrot.com/public/session/classes/1217/2020-11-03/678>

Lap Swimming

We will be taking bookings for any activity i.e. walking/exercise or lap swimming. Patrons per lane is a maximum of two people.

Please note that with a maximum of two people per lane there is a possibility you may be sharing with an individual of a different speed to you. We ask that participants work together to share the lane. We remind all swimmers that lane etiquette is very important. You should swim on the left at all times.

We will be taking bookings specifically for walking/exercise. Please select this booking type and an example is below. In most instances, the lane closest to the steps will be for walking/exercising.

Start	Duration	Class Name	Instructor	
Morning				
Thu 05 Nov 5:30 AM	45 mins	Lap Swimming Indoor Pool	Lap S	Book
Thu 05 Nov 5:30 AM	45 mins	Lap Swimming Outdoor Pool 25m	Lap S	Book
Thu 05 Nov 5:30 AM	45 mins	Exercise And Walking Lane	Exercise And Walking S	Book

Session times are generally 45 minutes in length and can be booked online through – <https://secure.activecarrot.com/public/session/classes/1217/2020-11-03/678>

Operating hours are:

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

Everything you need to know about bookings.

- Bookings are essential and can be made in person, over the phone, via email or online.
- Members and visit pass holders can book a maximum of seven days in advance.
- Bookings for casual use will not be accepted for more than two 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 24 hours' notice.
- Sessions can be re-scheduled with 24 hours' notice for holders of memberships and visit passes. Casual bookings cannot be refunded.
- In the instance that a "no show" prevents participation opportunities for other members of the community, there will be consequences. In these instances, any person who does not attend 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.
- Please arrive at your session five minutes early and wait outside the facility. Staff will let you in once cleaning requirements have been completed.
- Carers (with a companion card) are permitted to attend sessions.
- A child who wishes to attend and is not in Year 7 or above, will need a parent or guardian present. The spectator fee 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.
- There will be limited offerings at the kiosk with predominantly pre-packaged food and beverages being sold.
- 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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