



Memo

To: QPRC Aquatics Patrons
From: QPRC Aquatics Staff
Subject: **QPRC Aquatics Queanbeyan Re-Opening Terms and Conditions (from 22 June 2020)**
Date: 18 June 2020

Please Note

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

The moment we have all been waiting for!!

We are excited to announce that we will be opening our doors on Monday, 22 June 2020.

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.

Key restrictions

We will be taking bookings for walking/exercise, lap swimming and aqua classes only!

Bookings are essential, there will be NO walk-ins!

Lap Swimming

One person per lane for lap swimming

- Six individual bookings per hour
- No lap swimming when Aqua Fitness is on

Aqua Fitness

Maximum 20 class participants for Aqua Fitness.

Operating hours are:

Weekdays 5.30am – 7.30pm and
Weekends 10.00am – 5.00pm

Sessions will be 45 minutes with 15 minutes to exit the facility before the next group begins.

- The first session on weekdays will begin at 5.30am and the last is 6.30pm
- The first session on weekends will begin at 10.00am and the last is 4.00pm

During the week there will be times blocked out for Aqua classes.

Staff will be sanitising high touch areas in between sessions.

Aqua fitness sessions available

Please note that there is temporarily no Zumba classes so 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 | | | | |
| 9.30am | X | | X | | X |

Everything you need to know about booking.

- We will be taking bookings starting Thursday, 18 June 2020.
- Call the Centre on 6285 6346 or email aquatics@gprc.nsw.gov.au to book all sessions. Online services will temporarily be unavailable. As we may experience high call volumes please be patient.
- Bookings will not be accepted more than seven days in advance.
- There is a maximum of one booking per person per day unless additional spots become available.
- 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.
- Memberships can remain on hold if requested.
- No group or family bookings because we are limited to one person per lane.
- 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.
- Change rooms will not be available as they are currently being refurbished. Toilets can be utilised in the outdoor change rooms if required.
- 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.
- 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.

Swimming Lessons and Squads

- Due to the requirements of one person per lane, Swimming Lessons and Squads are not currently permitted.
- We are hoping that these will be able to commence from Term Three.

Please note that changes to any of the above conditions will be at the discretion of Council in line with NSW Government COVID-19 Guidelines.

Our team is looking forward to seeing you all again very soon.

QPRC Aquatics

Tel: 02 6285 6346

Email: aquatics@qprc.nsw.gov.au

Web: www.qprcaquatics.com.au