



Memo

To: QPRC Aquatics Patrons
From: QPRC Aquatics Staff
Subject: **QPRC Aquatics Queanbeyan Re-Opening Terms and Conditions (from 27 July 2020)**
Date: 22 July 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 refusing 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 will commence from Monday 27 July. Separate communication will be sent to participants.

When swimming lessons are on, there will be no lanes available for lap swimming

Change rooms

Our indoor change rooms have been recently refurbished and are able to be used. But the following conditions apply:

- Change rooms should only be used if absolutely 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, there are social distancing requirements meaning there are maximum numbers allowed. Numbers are indicated at the entrances.

Aqua Fitness

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		X		
8.30am	X		X		X
6.30pm				X	

When Aqua Fitness is on, there will be no lanes available for lap swimming.

Bookings are essential!

Lap Swimming

We will be taking bookings for any activity i.e. walking/exercise, lap swimming, family recreation. The numbers per lane will remain at one. The only exception is members from the same household. In these instances, the number will increase to a maximum of two people per lane.

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

As above, lane availability has reduced. Some users may have already booked a lane on previous conditions which may now need to change.

Bookings are essential!

Operating hours are:

Weekdays 5.30am – 7.30pm and
Weekends 8.00am – 3.00pm

Our weekend hours have been modified (from 10.00am to 5.00pm) to allow for swimming lessons.

Everything you need to know about booking.

- Call the Centre on 6285 6346 or email aquatics@qprc.nsw.gov.au to book all sessions. Online services are currently unavailable. As we may experience high call volumes please be patient.
- 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.
- 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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