



Draft Memo

To: QPRC Aquatics Patrons
From: QPRC Aquatics Staff
Subject: **QPRC Braidwood, Bungendore and Captains Flat Opening Terms and Conditions (from 7 November 2020)**
Date: 15 October 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 open for summer but some aspects of our operations will be different from previous seasons. 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 be offered. Please note, swimming lesson operation is dependent on student demand, lane availability, and teacher availability. Separate emails will be sent to participants in due course.

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

Change rooms

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.

Recreational swimming

We will be taking bookings for any activity i.e. walking/exercise, lap swimming, family recreation.

There will be some lanes with lane ropes to allow lap swimming to occur. Only two people will be allowed per lane.

The other areas of the pool 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.

Sessions will be 75 minutes in length and individuals must exit the facility within that timeframe.

Below are the maximum number of swimmers allowed per pool is as follows.

	Lap swimming	Recreational swimming	Total
Braidwood	4	12	16
Bungendore	4	18	22
Captains Flat	4	12	16

Early morning lap swimming – Braidwood and Bungendore

We will be taking bookings for any activity i.e. walking/exercise and lap swimming. Only two people will be allowed per lane. We remind all swimmers that lane etiquette is very important. You must always swim on the left.

Sessions will be 45 minutes with 15 minutes to exit the facility before the next group begins. These sessions will be offered at Braidwood and Bungendore only.

Operating hours are:

BRAIDWOOD

Saturday 7 November 2020 to Sunday 14 March 2021

Monday to Sunday – 11:00am to 6:30pm

Tuesdays and Thursdays – 6:00am to 7:00am

BUNGENDORE

Saturday 7 November 2020 to Sunday 14 March 2021

Monday to Sunday – 11:00am to 6:30pm

Tuesdays and Thursdays – 6:00am to 8:00am

CAPTAINS FLAT

Saturday 7 November 2020 to Sunday 14 March 2021

SCHOOL TERM OPENING HOURS

Monday to Friday – 2:00pm to 6:30pm

Saturday to Sunday – 11:00am to 6:30pm

SCHOOL HOLIDAY OPENING HOURS

Monday 21 December 2020 to Tuesday 26 January 2021

Monday to Sunday – 11:00am to 6:30pm

The venues will be closed in the following situations:

- Christmas Day
- Boxing Day
- Maintenance
- Adverse weather conditions
- Staff unavailability

Sessions

Sessions will be as follows, noting that if the venue is booked for QPRC swimming lessons, school carnivals, or externally hired, there will be no access for the general public.

Session	Type	Times	Comments
1	Lap swimming	6:00am to 6:45am	Braidwood and Bungendore only - Tuesdays and Thursdays
2	Lap swimming	7:00am to 7:45am	Bungendore only - Tuesdays and Thursdays
3	Lap or Recreational swimming	11:00am to 12:15pm	Not offered at Captains Flat on school days
4	Lap or Recreational swimming	12:30pm to 1:45pm	Not offered at Captains Flat on school days
5	Lap or Recreational swimming	2:00pm to 3:15pm	

6	Lap or Recreational swimming	3:30pm to 4:45pm	
7	Lap or Recreational swimming	5:00pm to 6:15pm	

Memberships

Memberships can be requested online before the commencement of the season through our website <https://qprcaquatics.com.au/membership/>

Upon receipt of a membership request, staff will call to process payment over the phone.

Everything you need to know about bookings.

- Bookings are essential and can be made in person or over the phone (24 hours notice is required for bookings).
- If there are no bookings on a certain date, we may choose to close and will advise before opening on that particular day.
- Bookings may not be accepted more than seven days in advance.
- 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 under 10 years of age, will need a parent or guardian present. The spectator fee still applies to the parent or guardian.
- Children 10 years or older 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 give us a call.

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

QPRC Braidwood Pool

Tel: 02 4842 2240

Tel: 02 6285 6346 (Queanbeyan)

Email: aquatics@qprc.nsw.gov.au

Web: www.qprcaquatics.com.au

QPRC Bungendore Pool

Tel: 02 6238 1775

Tel: 02 6285 6346 (Queanbeyan)

Email: aquatics@qprc.nsw.gov.au

Web: www.qprcaquatics.com.au

QPRC Captains Flat Pool

Tel: 02 6236 6264

Tel: 02 6285 6346 (Queanbeyan)

Email: aquatics@qprc.nsw.gov.au

Web: www.qprcaquatics.com.au