

QPRC Aquatics – Overall Terms and Conditions

TERMS AND CONDITIONS (FOR ALL INDIVIDUALS / EXTERNAL HIRERS)

Ownership Acknowledgement

QPRC Aquatics is owned and operated by the Queanbeyan-Palerang Regional Council (QPRC)

Conditions of Entry

Signage

Below is a visual summary of the Conditions of Entry. It is not an all-encompassing list and further details are outlined below.



No diving **No running** **No smoking** **No alcohol**

No bombing **No cameras in or around change rooms** **No bikes, scooters or skateboards** **Keep watch, supervise kids around water**

Shallow water **Deep water** **Steep drop off** **Slippery surfaces**

- All signs and directions given by staff shall be obeyed at all times
- User pay upon entry, members must show a valid pass
- Anti-social behaviour will not be tolerated
- Children must be in Year 7 or above to enter unsupervised. ID must be provided. Children younger than Year 7 will need to be supervised by someone 16 years or older. ID must be provided.
- A person with an open wound must not enter the water
- Patrons must wear suitable bathing attire, infants must wear aqua nappies.

QPRC
Aquatics

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General Conditions

Patrons of QPRC Aquatics acknowledge that:

- * They enter QPRC Aquatics at their own risk
- * They will undertake to conduct themselves in an orderly, well behaved and sportsmanlike manner
- * They will not take glass into the venue
- * They will not bring animals (apart from Guide Dogs) into the venue
- * They will not bring alcohol or drugs into the venue
- * They will not be permitted entry to the venue if they are under the influence of drugs/alcohol
- * They will be evicted from the venue if they are under the influence of drugs/alcohol
- * In accordance with NSW Government legislation, smoking is banned within four metres of the building entrance
- * They will comply with all reasonable directions of authorised QPRC staff
- * Children must be accompanied by an adult and responsibility for behaviour and safety of children is that of the parent/guardian/supervisor or carer in attendance.

Entry to the Venue

For Queanbeyan – children must be in Year 7 or above to enter unsupervised. Children younger than Year 7 will need to be supervised by someone 16 years or older. ID must be provided.

For Braidwood, Bungendore and Captains Flat – children under 10 years must be supervised by a person 16 years or older. ID must be provided.

Please ensure that the person supervising underage children is able to provide a high level of supervision. For example, a sibling may get distracted and swim with their friends instead of supervising younger siblings.

Membership Cards

Membership Cards are to be produced upon each visit to enable entry to the venue.

You must notify the venue if your card is lost or stolen.

No bikes, scooters or skateboards

Bikes, scooters and skateboards are not permitted in the venue. This applies to other similar transportation devices.

These transportation devices may be left or locked up outside the venue.

QPRC Aquatics cannot mind these transportation devices as they block common areas and are a workplace, health and safety issue for patrons and staff.

Valuables

Opportunistic criminals take advantage in public areas and steal people's valuables.

We encourage individuals to secure their valuables by leaving them locked at home, locked in their car, locked up or under constant supervision.

QPRC Aquatics cannot mind valuables as they cannot guarantee their safety.

QPRC Aquatics takes no responsibility for any lost or stolen property.

Swimming Attire

Patrons must wear suitable bathing attire

Outside Food and Beverage

Patrons are permitted to bring food and drinks into the venue for their own consumption.

Rubbish and Recycling

Please dispose of any rubbish and recycling into the appropriately signed bins.

Entry to Change Rooms

Males five years and above are not allowed in female change rooms.

Females five years and above are not allowed in male change rooms.

We understand that they are limited family change rooms. We are looking to rectify this over time, but it does require significant financial investment.

Supervision

QPRC Aquatics is in partnership with Royal Life Saving's "Keep Watch at Public Pools".

Royal Life Saving is targeting high-risk areas for toddler drowning deaths such as public pools.

With lack of direct supervision by a parent or carer believed to be a contributing factor in 70% of all drowning deaths at public pools, the Keep Watch at Public Pools program aims to eliminate all drowning deaths and reduce the number of near drowning incidents at these facilities.

The program targets parents and carers of children to help them understand their responsibilities and the dangers of leaving their children unattended at the pool.

KEEP WATCH AT PUBLIC POOL POLICY

ZERO-FIVE YEAR OLDS AND NON-SWIMMERS:

Parents must stay within arms' reach

SIX-10 YEARS OLDS AND WEAK SWIMMERS: Parents must be close, be prepared and maintain constant visual contact

11-14 YEAR OLDS: Parents should maintain visual contact

PARENTAL SUPERVISION POLICY
LIFEGUARDS ARE NOT BABYSITTERS!

0-5 YEAR OLDS & NON-SWIMMERS:
Parents must stay within arms' reach

6-10 YEAR OLDS & WEAK SWIMMERS:
Parents must be close, be prepared & maintain constant visual contact

11-14 YEAR OLDS:
Parents must maintain visual contact

DISTRACTIONS ARE DANGEROUS:
Avoid mobile phones & other distractions that interrupt supervision

WHAT IS ACTIVE SUPERVISION AT PUBLIC POOLS?

Active supervision at public pools consists of four key elements:

Be Prepared: Ensure you have everything you need before getting into the water, such as towels and dry clothes.

Be Close: Always be within arms' reach of your child.

All of Your Attention: Focus all of your attention on your child and get into the pool and talk and play with them.

All of the Time: You should never leave your child alone in the water, nor should they be left in the care of an older child or with the assumption that your responsibility diminishes due to the presence of lifeguards.

Keep at risk swimmers safe at our pools

All non or weak swimmers and anyone with a pre-existing severe medical condition (such as epilepsy or heart condition) should notify staff upon arrival to receive a red wristband. This helps us identify at risk swimmers and ensure they don't swim alone or go out of their depth.

Are you an at risk swimmer?

At QPRC Aquatics, the policy is that all non or weak swimmers and anyone with a pre-existing severe medical condition (such as epilepsy or heart condition) should notify staff upon arrival to receive a wristband

- Inform staff at reception if you: are a non or weak swimmer or have a pre-existing medical condition
- Do not swim alone
- Wear a wristband
- Stay where you can touch the bottom of the pool

QPRC Aquatics

Mobile Phones

QPRC Aquatics have increasingly noticed that individuals meant to be supervising children are focussed on their mobile phone or other distracting items.

The safety of children is that of the parent/guardian/supervisor or carer in attendance. This is regardless of whether the children is attending swimming lessons or not.

Cameras

The use of cameras and mobile phones in change rooms or toilets is strictly prohibited. To ensure privacy is maintained, the use of cameras, including mobile phones, is only permitted with immediate members of your group.

Dangerous Conduct

Aquatic venues are high risk environments. Therefore, the following guidelines must be adhered to.

No running: there are hard and slippery surfaces that may cause injury if you fall

Watch out for slippery surfaces: with wet surfaces and bodies, there is a higher chance of slipping or falling that may cause injury

No diving: into shallow water (under 1.8m in depth)

No bombing, backflips or somersaults: at any time

Look before you leap: ensuring you know the depth of the water and will not make contact with other patrons

Health Risks

A number of health risks are associated with the use of public swimming pools but there are a number of ways in which these risks can be reduced. QPRC Aquatics looks to minimise health risks through pools filtration and disinfection. However there are a few simple standards that can be easily achieved to support optimum water quality. These require the cooperation of patrons and include the following:

- * All patrons must use the toilet facilities
- * Change nappies in toilet areas rather than poolside
- * Wash your hands at the bathroom sink, not in the pool
- * All patrons who are not fully toilet trained must wear aids appropriate for water activities such as correct aqua nappies whilst in the pool. Ordinary nappies (cloth or disposable) are unsuitable for use in the water
- * Patrons are encouraged to shower prior to entering the pool, particularly after using the toilet
- * Patrons are to notify QPRC Aquatics staff immediately if they see any faecal matter in the pool
- * Patrons with open wounds or wounds that require bandaging, sores and rashes or eye infections should consider not using the pool until these conditions heal
- * Do not blow your nose, spit or spout water whilst in the pool
- * Do not drink the pool water and try to minimise the amount of pool water entering your mouth
- * Patrons who have had diarrhoea within the past 14 days are not permitted to enter the water
- * If you are suffering from a weakened immune system for any reason, you should discuss with your doctor whether you should use a public swimming pool.

Pool Closures

Access to the pool may be limited to the following factors:

Water Quality Incident: There can be accidents i.e. faecal matter in the pool. This can take a significant time to clean and return to acceptable levels.

Equipment Failure: For example, issues with pumps, electricity outages. This can take a significant time to fix and resume normal operation.

Exclusive Use Booking: At times access may be restricted to the general public due to bookings such as School Swimming Carnivals. These types of events are an important aspect of schooling and patrons are asked for their understanding during the closure periods.

Peak Times: There may be times that all lanes are booked or allocated. For example over Winter, the indoor pool at Queanbeyan is generally completely booked due to swimming lessons and squad training between 4:00pm to 6:00pm from Monday to Friday.

Adverse Weather Conditions: Staff may look to close the pool in poor weather such as lightning in the vicinity, extreme cold or windy conditions.

Maximum Patronage: The maximum patronage of the pool is determined by the size of the facility and the number of lifeguards on duty. Please note that on some occasions, the gates will have to close due to patronage reaching its maximum levels. At this time, new patrons can only be admitted as existing patrons leave.

Staff Unavailability: QPRC Aquatics has a high reliance on casual and seasonal employees. With illness and other valid reasons for unavailability such as exams periods, we cannot always maintain sufficient employees to work. If we are not able to meet minimum requirements for our lifeguard staff, unfortunately we will need to close the entire facility.

If a pool is closed or access restricted, we will look to communicate this via the QPRC Aquatics website and other methods where able to.

Staff Compliance

QPRC Aquatics staff strive to enforce our Conditions of Entry consistently.

There may be times that QPRC Aquatics staff do not see or act on a patron breaking a Condition of Entry. This does not condone the behaviour, nor does it give permission for others to break the Conditions of Entry.

We ask that both patrons and staff show respect for each other as well as the venue, Conditions of Entry and equipment in order to assist us in providing a safe and enjoyable environment for all.

Participating In Activities At Own Risk

- * With sporting activities, there is an inherent risk of injury
- * Users acknowledge that they participate in all QPRC Aquatics activities at their own risk
- * Participants indemnify QPRC its servants and agents from and against all claims, actions, losses, damages, penalties, demands or costs whatsoever which may be brought or made against it or them by any person in respect of or arising out of these activities
- * The liability of participants to indemnify QPRC is reduced proportionally to the extent that any negligent act or omission of QPRC or its employees has contributed to the injury, damage or loss
- * QPRC does not provide any insurance cover for participants. It is recommended that participants have their own insurance for personal injury.

Payment Guidelines

Patrons agree to abide by the QPRC Aquatics – Payment Guidelines.

Digital Media Permission

QPRC want photos/footage of individuals enjoying Queanbeyan-Palerang events, programs, activities and our facilities so we can show everyone what a great place Queanbeyan-Palerang is.

Users give permission to use photos/footage of their participation in activities at QPRC Aquatics in any of our promotional material, websites or social media.

It is your right to request your photo/footage not be taken – and we respect that. Please let us know if you would prefer not to be photographed/filmed.

QPRC undertakes to use these images specifically for Council purposes and in accordance with guidelines for the use of images and young people issued by the Australian Government's Australian Institute of Family Services.

ADDITIONAL TERMS AND CONDITIONS (PER ACTIVITY)

Memberships


- * Immediate family members are only eligible to form part of a Family Pass
- * For Family Passes, Children must be living in the same dwelling as the listed adults
- * All 10 Visit Passes are valid for a period of 12 months from the date of commencement
- * For the Summer Pass – Eastern Pools Only. It can only be utilised at Braidwood, Bungendore and Captains Flat Pools but is interchangeable between these three venues.
- * All other Memberships can be utilised at any QPRC Pool and are interchangeable between the four venues.
- * No refunds due to pool closures will be considered unless venues are closed more than 10% of the advertised hours.

Membership Holds

- * QPRC Aquatics recognises that there may be circumstances where members are unable to utilise their membership due to medical reasons. In such cases, the venue allows for temporary suspension of the membership.
- * Members must submit a written request for suspension of their membership, along with a medical certificate or other relevant documentation supporting their request. The request should include the duration of the suspension, which should not exceed three months.
- * The request for suspension must be submitted at least 24 hours before the start of the suspension period. If the request is approved, the membership will be suspended from the date requested.
- * During the suspension period, the membership will be put on hold and no membership fees will be charged. The member will not be allowed access to the venue during the suspension period.
- * At the end of the suspension period, the membership will automatically resume, and the member will be charged the regular fees for the remaining period of their membership.
- * If the member wishes to extend their suspension period, they must submit a new request for suspension at least 7 days before the end of the initial suspension period.
- * QPRC Aquatics reserves the right to approve or deny any request for suspension.
- * QPRC Aquatics reserves the right to request additional medical documentation or information to support the request for suspension.
- * If the member fails to submit a request for suspension at least 24 hours before the start of the suspension period, the request may be denied, and the membership will continue to be charged.

Agreement

By ticking the box "I agree to the Terms and Conditions" the individual (and if applicable the Parent/Guardian) acknowledge and accept the Terms and Conditions.



By entering the premises, the individual (and if applicable the Parent/Guardian) acknowledge and accept the Terms and Conditions.