



Memo

To: QPRC Aquatics Swimming Lesson Patrons

From: QPRC Aquatics Staff

Subject: **QPRC Aquatics Queanbeyan Term Four Swimming Lessons (from 12 October 2020)**

Date: 8 October 2020

Please Note

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

Separate communication has been sent to all patrons of our updated Terms and Conditions. All swimming lesson patrons need to abide by these which are available from – <https://qprcaquatics.com.au/wp-content/uploads/Aquatics-Communication-30.09.2020.pdf>

The information below relates to just swimming lessons.

Changes to Swimming Lessons

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.

Cleaning Requirements

In order for swimming lessons to occur, we need to do extensive cleaning between each class. Therefore we require a 30 minute break between classes so that:

- all participants can leave the facility prior to the next group of participants entering
- all high touch points, chairs, toilets and change rooms are cleaned

Arrival

Please arrive no more than 20 minutes before your lesson. We will be unable to let you into the venue until all the cleaning requirements are complete. After your first lesson, you will get an idea on how long the process will take for future planning.

Please limit questions/discussion during the check-in process to limit queues. We are happy to answer any of your queries and take payments outside of your lesson time.

Spectators

QPRC Aquatics acknowledges the caring responsibilities of parents and carers, however where possible it is requested that parents and carers minimise the number of additional children they bring to swimming lessons to assist with managing venue numbers.

Leaving

Please leave within 10 minutes of your lesson. This will assist us to complete all the cleaning requirements to ensure that the following lessons start on time.

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.

Class Times

Lessons will commence from Monday 12 October.

Due to the additional cleaning, we are unable to run all classes. To provide as many customers with access to lessons as possible, we will be offering classes every second week as shown below:

Week:	Lesson times that are running:
Week 1 (12 to 18 October)	8.30am, 9.30am, 10.30am, 11.30am, 3.30pm, 4.30pm, and 5.30pm
Week 2 (19 to 25 October)	9.00am, 10.00am, 11.00am, 12.00pm, 4.00pm, 5.00pm, and 6.00pm
Week 3 (26 October to 1 November)	8.30am, 9.30am, 10.30am, 11.30am, 3.30pm, 4.30pm, and 5.30pm
Week 4 (2 to 8 November)	9.00am, 10.00am, 11.00am, 12.00pm, 4.00pm, 5.00pm, and 6.00pm
Week 5 (9 to 15 November)	8.30am, 9.30am, 10.30am, 11.30am, 3.30pm, 4.30pm, and 5.30pm
Week 6 (16 to 22 November)	9.00am, 10.00am, 11.00am, 12.00pm, 4.00pm, 5.00pm, and 6.00pm
Week 7 (23 to 29 November)	8.30am, 9.30am, 10.30am, 11.30am, 3.30pm, 4.30pm, and 5.30pm
Week 8 (30 November to 6 December)	9.00am, 10.00am, 11.00am, 12.00pm, 4.00pm, 5.00pm, and 6.00pm
Week 9 (7 to 13 December)	8.30am, 9.30am, 10.30am, 11.30am, 3.30pm, 4.30pm, and 5.30pm
Week 10 (14 to 20 December)	9.00am, 10.00am, 11.00am, 12.00pm, 4.00pm, 5.00pm, and 6.00pm

This will ensure that all students have the opportunity to swim.

The cost of lessons will also be on a pro-rata basis i.e. halved as only being offered half the number of classes.

Social Distancing

Social distancing in the pool is difficult as we need to maintain safety for students in the water. Please note that under the current Public Health Order, social distancing is currently not required for community sport including during swimming lessons. Social distancing outside the water and maximum patron numbers do apply.

Illness

The safety of our students and staff is of utmost importance, we ask that you do the right thing and stay at home if you or your child is unwell. If you advise the centre that you will not be attending your lesson due to a sick child or carer a credit will be placed on your account for the missed lesson.

Staff Illness

If a staff member is sick, they will be required to take sick leave. Therefore your lesson may be cancelled with limited notice if we are unable to find a healthy replacement staff member. For example, they may fail a temperature check upon entry. We will do our best to contact you via your registered email if your lesson is cancelled.

Further Communication

We wish to provide a safe environment for patrons as well as staff. If you feel you would like to cancel your lesson, please contact us. Normal procedures apply for this.

Finally, the situation is changing and we will advise if further changes occur as soon as practical.

If you have any questions or would like clarification, please do not hesitate to call.

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

QPRC Aquatics

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