

Conditions of Entry

Definitions

An “Adult” is a person 18 years and older.

A “Child” is a person aged between 12 months and 17 years old.

An “Infant” is a child under 12 months of age.

“Concession” applies to persons who holds an aged pension card or health care card or a current student aged 25 years and under. Persons will be required to provide their concession or student card.

A “Family” is defined as either 2 adults and 2 children or 1 adult and 3 children.

A “Spectator” is defined as a person that is attending with other users of the facility but not entering any water bodies. This person may be attending to supervise or observe their child or dependent.

“Additional Child” is for family entry options only (excluding weekly passes). It includes the ability for a family larger than 4 persons to include additional children on the entry at a discounted rate.

Tiered Supervision Model

Tiered Supervision means that the centre will adjust supervision of patrons at the centre depending on the number of patrons at the centre.

Low Patronage Mode

During periods of low patronage, the centre will enter “Low Patronage Mode”. There will be staff available within the centre to assist. There may not be a Pool Attendant actively watching swimmers in the water from pool deck at all times. Adults will be required to actively supervise any accompanying children.

Children

All children under 12 years of age must be accompanied and actively supervised by a person 18 years and older.

All patrons must behave in an appropriate manner with respect to children and around children.

Clothing

Appropriate swimwear is to be worn when entering the pools.

Babies and children who are not toilet trained are required to wear a swimming nappy and ensure regularly toilet breaks are taken.

Safety

Patrons must follow the direction of all staff to ensure the safety of yourself and other patrons at all times.

Alcohol

Alcohol is not permitted to be consumed on this premises.



Smoking / Vaping

This is a non-smoking and vaping facility.

Glass

Patrons are not permitted to bring glass items such as bottles, tumblers and drinking containers into the centre.

Pets

No pets or animals are permitted in the centre, with the exception of service animals.

Entry Fees

All patrons must pay the applicable fee to enter the facility. This includes school groups and swim club members and persons participating in any aquatic programs, group fitness or therapy delivered at the centre.

Fees and Charges

We reserve the right to introduce or vary fees and charges for any special services or programs that fall outside the established fees and charges. These changes are subject to approval from Council and will be advertised for a period of 28 days prior to their introduction. All fees and charges are reviewed annually in line with Council's budget development process.

Courtesy and Behaviours

All patrons are required to abide by these conditions of entry. Management reserve the right to prohibit further entry to any patrons found in breach of any of these conditions.

Abusive or offensive behaviour and language is not permitted.

Disorderly or dangerous behaviour is not permitted.

Individuals under the influence of drugs or alcohol are not permitted in the facility.

Pool Toys / Inflatables

No pool toys or inflatables are permitted to be taken in or used at the centre without prior permission from management.

Mobile Phone Use

Mobile phones are not to be used within the change facilities at Corowa Aquatic Centre. Members and visitors should respect other patrons when using their mobile phone in the facility.

Recording Devices

No cameras or video recording devices are to be used within the centre without prior permission from management. Mobile phones are not to be used in toilets and change rooms.

Lockers

Lockers are available for use at Corowa Aquatic Centre for single use. Lockers remain the property of Council. Lockers are opened and cleared at close of business.



Lost Property

It is recommended that you do not leave your valuables unattended. The facility accepts no responsibility for lost or stolen items.

Any lost items of value will be placed in a safe and will be available for collection upon request to reception staff. All items will be held for a maximum of one (1) month before being disposed of.

Special events & service interruptions

Service interruptions or planned events may cause changes to normal services and programs. Advice will be provided prior to the implementation of any such change where possible.

Opening Hours

Centre opening hours are advertised and use of the facility is available by patrons within these hours. Management reserves the right to alter these hours due to weather, special events or for unforeseen circumstances at any time without notice. Management also reserves the right to alter these hours due to lack of demand or budgetary constraints with 28 days' notice.

Seasonality

This centre operates with two distinct seasons: summer and winter.

Summer season is generally from 1 November to 31 March. All facilities will be open and available for use.

Winter season is generally from 1 April to 31 October. Indoor facilities only will be open and available for use.

Seasons may be extended or reduced due to weather or other unforeseen circumstances.

Medical Conditions

Pre-existing medical conditions should be reported to facility staff on arrival.

By entering this facility, all patrons consent to any medical treatment that the facility staff may reasonably consider necessary or desirable for any treatment they receive at the facility.

Diving

Diving is only permitted in the 50m pool using the starting blocks and/or platform at the deep end of the pool. Refer to the depth markers on the pool platforms.

Diving is not permitted in the 25m indoor pool unless prior approval has been granted by management. Permission will be granted for swim clubs for the purpose of training for competition only.

Diving is not permitted in the splash park under any circumstances.

