



Our COVID-19 Response Frequently Asked Questions

Last Updated 29 May 2020

General Enquiries

Is it safe to visit the facility?

There are no known specific risks associated with visiting an aquatic centre or health club, and as such, these facilities are considered at the same risk level as visiting any public facility. At this stage, the risk of the community spreading Covid-19 through our facilities is low.

What can I do to protect myself when using the centre?

- Wash your hands often with soap and running water for at least 20 seconds. Dry with paper towel or a hand dryer.
- Wipe down any equipment you use throughout the centre with the wipes provided.
- Try not to touch your eyes, nose, or mouth.
- Cover your nose and mouth with a tissue when you cough or sneeze. If you do not have a tissue, cough or sneeze into your upper sleeve or elbow.
- Always maintain at least 1.5 metres distance between yourself and others

I am sick, can I still visit the centre?

We encourage anyone who has recently been or is currently sick to remain at home and to seek advice from a medical professional.

What will happen if a COVID-19 infected person visits the centre?

We have a specific infection control and response plan in place, which includes actions for disinfection of the facility and communication to patrons.

How do I enter and exit the centre?

Entry is via the Front Entrance (Upstairs)

Exit is via the Ground Floor Doors.

Amenities

Can I use the changerooms or showers?

No. In line with current Government restrictions, our changerooms and showers will temporarily remain unavailable, unless it is necessary to use the toilet.

Please ensure you arrive in appropriate swimming attire. A deck coat or warm towel are the quickest way to enter and exit the facility

Can I hire a locker?

No. In an effort to limit contact where possible, lockers will be unavailable.

Pool Session Bookings

How do I book a session?

By visiting our booking portal –

Bookings will open to members 48 hours before the session time, and to casual users 24 hours before the session time.

Can I book or pay for a session over the phone or at the centre?

We recommend that all bookings are made using the online portal.

If you are unsure how to use the portal, do not have internet access or are experiencing difficulties please contact our team on (02) 6058 2555.

I have a companion card; how do I book for my career?

By calling our team on (02) 6058 2555. Due to current Government restrictions and capacity limits, carers must be booked in advance to ensure we continue to comply with these requirements.

How much does it cost per session?

All sessions are \$5.50 (GST inclusive).

Payment is required in advance. No refunds will be provided for cancellations or no-shows.

I am a member; do I still need to pay?

Yes. Sessions are allocated on a pay-as-you-go system.

All existing member accounts will remain on suspension and no direct debit payments are being made.

What time should I arrive for my session?

You should arrive no earlier than 5 minutes prior to your scheduled session time.

Due to strict capacity limits, we are unable to permit early entry to your session.

How long will my session go for?

Session times are strictly 60 minutes, including your arrival and departure.

You are able to arrive and leave at any point during your booked time, however you won't be able to extend your session by arriving early or staying late.

If you are late arriving to your session, your session will end in line with the session hour.

How many people will be permitted per session?

In line with Government restrictions, a maximum of 20 people per session will be permitted.

What if I need to cancel my session?

Please contact our team on (02) 6058 2555, noting that no refunds will be provided for cancellations or no-shows.

Aquatics / Pool Hall

Are all pools open?

No. We are currently only opening our 25m lap pool and the Learn to swim pool.

Is the spa or sauna open?

No. In line with current Government restrictions, the spa and sauna will remain temporarily unavailable.

How many people are permitted to swim per lane?

In line with Government restrictions, a maximum of 3 people per lane will be permitted.

Can I access the pool for recreational swimming?

No. Due to our capacity limit we are currently only permitting bookings for lap lane swimming or water-based rehabilitation purposes.

What do I need to bring?

Please remember to bring:

- Photo ID
- Towel
- Full water bottle
- Goggles, kickboard, or swimming aids

Please note, communal equipment such as kickboards, pool noodles or swimming aids will not be available for use and you are required to bring your own.

Is it safe to swim in the pool or spa?

There are no known specific risks associated with the use of pools, spas, or saunas. Our pools are checked regularly throughout the day to ensure the chlorine levels are within the relevant health regulations.

Membership

When will my membership fees resume?

While we continue to operate under the current restrictions, all membership fees will remain on suspension.

It is unclear at this stage when membership payments will resume.

Members will continue to be updated regularly via email and will be given at least 14 days' notice prior to the resumption of any fees.

Swim School

When will my lesson fees resume?

While we continue to operate under the current restrictions, all lesson fees will remain on suspension.

It is unclear at this stage when our swim school activities will resume.

Swim School Families will continue to be updated regularly via email and will be given at least 14 days' notice prior to the resumption of any fees.

When classes resume will my child's lesson time be the same?

Where possible, we will ensure your child remains in the same lesson.