

ORANGE AQUATIC CENTRE

Conditions of Entry

ST136

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OBJECTIVE

To have a set of entry rules at the Orange Aquatic Centre that promotes safety and creates a family friendly centre for the public to use.

GENERAL

The Aquatic Centre is a high usage/high risk facility. The overriding purpose of this Policy is to provide a safe and non-threatening environment for all patrons, employees and other users of the Centre and its facilities.

PROCEDURE

The main conditions of entry will be displayed at the entry to the Centre. They will also be displayed on the Council website, and can be advertised on the Orange Aquatic Centre Facebook page. Patrons will be able to access a hard copy of these rules at the facility at any time during opening hours.

TERMS AND CONDITIONS OF ENTRY

1 Centre Management

For safety and security reasons, all patrons accessing the Centre must:

- 1.1. Obey all signs around the Centre
- 1.2. Follow all requests and instructions given by Centre management and employees.

2 General Terms of Entry

An entry fee to access the Centre must be paid in accordance with the fee schedule. This fee enables you to enter the Centre once per day - **pass outs are not given** (with the exception of organised carnival events). Bags and other items may be subject to inspection and patrons may be searched. Persons who refuse inspections or searches may be refused entry to the Centre. The consumption of alcohol, smoking and drug use is not permitted in the Centre. Alcoholic beverages, drugs, weapons or any other substances or objects which are prohibited by law are not permitted to be brought into the Centre. Glass and other breakables are not permitted to be brought into the Centre. Animals are not permitted to be brought into the Centre (other than Guide Dogs or Companion animals – with appropriate certification).

All carers who are assisting patrons with a disability are permitted to enter the facility free of charge.

3 No Smoking

The Orange Aquatic Centre facility (including outdoor areas) is a non-smoking venue. The venue area includes the car park and entire footpath area to the edge of Hill Street. **Pass outs will not be given** for the purpose of smoking. Persons found to be smoking within the facility will be asked to leave.

4 Lost or Stolen Items

Orange City Council does not accept liability for any theft, loss or damage to personal property, whether in the Centre or in the carpark. Patrons are advised not to bring valuables into the Centre.

5 Child Supervision

All children under 12 years of age must be accompanied into the facility and supervised at all times by a parent or responsible guardian of 16 years of age or older. If a child under 12 years of age is being given into the care of another supervisor (16 years of older) for the purpose of attending an organised activity (club training, school carnivals, swimming lessons) the child under 12 must be escorted to and collected from the activity. All children 5 years and under must be in arms reach supervision of a parent or responsible guardian of 16 years of age or older. Children aged 6-12 years must be actively supervised.

6 Non swimmers of any age

Any children or persons who are identified by staff as being 'at risk' (a non-swimmer or poor swimmer) who is attempting to enter the pool 'out of their depth' may be asked to wear a wrist band and may be asked to confine their access to areas of the pool within their depth. Refusal to wear the wristband may lead to staff requesting the patron to leave the water, or asked to leave the facility.

7 General Behaviour

All patrons must behave in a manner that is safe and respectful for the enjoyment and safety of other patrons using the Centre. Any behaviour which is considered unsafe, offensive, inappropriate or interferes with the enjoyment of other patrons within the Centre, will be acted upon and will result in the patron being evicted and/or banned from the Centre.

8 Cameras, video or recording equipment

To respect the privacy of all visitors, any video, camera or recording equipment is not to be used in the Centre without the prior written approval of the Centre. These items are not to be used in the change rooms at any time.

9 Clothing, Attire and Related Matters

All patrons are requested to shower before using the facilities of the Centre. Appropriate bathing attire is to be worn at all times. Underwear is not an acceptable alternative to approved swimwear. Articles of clothing such as street wear, underwear, cut-off jeans, t-shirts, bike-pants, leotards, casual wear and sporting wear are strictly prohibited in pools. Only recognised swimwear, made from lycra and nylon is to be worn in the water. Only recognised waterproof nappies are to be worn in the water for infants.

10 Commercial and/or business activity

No person entering the Centre shall carry out any form of commercial and/or business activity and/or enterprise within the Centre unless consent has first been obtained from Centre management. If Centre management provides its consent to any form of commercial and/or business activity or enterprise, the person carrying out or responsible for the commercial and/or business activity or enterprise shall ensure that they comply with the terms of the consent issued by Centre management. For the avoidance of doubt, coaching or training must not be conducted for a fee without the prior permission of Council.

11 Medical conditions and related matters

People with serious medical conditions, including, but not limited to, epilepsy and heart conditions, must report their condition to the Centre Duty Manager (or senior lifeguard). In the interests of public health and safety, incontinent people must take necessary precautions. Patrons consent to receiving any medical treatment that the Centre's staff may reasonably consider necessary or desirable in the event that they suffer an injury or a medical emergency whilst at the Centre.

12 Right of refusal of entry and eviction

Council reserves the right to refuse entry and to evict any person at any time from the Centre at its sole discretion. Refused entry to any person or the eviction of patrons from the Centre includes, but is not limited to:

- 12.1. persons under the influence of drugs or alcohol
- 12.2. abusive behaviour and language
- 12.3. dangerous or unsafe behaviour
- 12.4. disorderly, disruptive, inappropriate or antisocial behaviour
- 12.5. vandalism
- 12.6. admission evasion.

Specifically, Centre management may refuse entry to, or evict a person from, the Centre who in the opinion of Centre management may compromise the safety or overall enjoyment of other patrons of the Centre or its facilities. A person refused entry to, or evicted from the Centre, has no right to a refund of any monies paid for admission to the Centre and any request of refund will be refused. Centre management reserves the right to ban a person or group of persons from the Centre for as long as a period of time as it may deem suitable. Council may decide at its sole discretion to permanently ban a person from the Centre.

13 Risk and Injury

Patrons enter the Centre and use its facilities at their own risk. Risks may include, but are not limited to, drowning, slipping on wet surfaces, impact injuries due to shallow water entry, or utilising diving towers.

14 Indemnity

To the full extent permitted by law, patrons release the Orange Aquatic Centre and Orange City Council from all claims and liability in respect of any personal injury, death, theft, loss or damage arising from entry into and use of the Centre and its facilities.

15 Commercial and fast foods

Commercial fast foods are not permitted (pizzas, BBQ chicken and chips, take away coffee). Food may be brought into the facility for the purpose of cooking on the BBQ or hosting a birthday party, however patrons will be responsible for cleaning up of all mess caused due to food brought into the facility for such events. Food cannot be stored in the Centre's fridges.

16 Diving Pool, boards and tower access

The additional depth of the diving pool and the height of the towers represents an additional risk for patrons and staff. The diving pool, boards and tower will only be opened under the following conditions:

- 16.1 patrons wanting to use this facility demonstrate competency in swimming (can rotate body in the water and return to surface and reach the edge) and body control (in the air) as tested by staff.
- 16.2 Two available qualified lifeguards (who have passed additional competencies in underwater swimming, retrieve object from a depth of 5 metres, deep water spinal retrievals and 12 months lifeguarding experience). These lifeguards cannot be removed from other pool supervision duties.

If these conditions cannot be met, this pool will not be opened.

17 Rules relating to Pool Deck and in Pool Behaviours include

- 17.1 No diving in the shallow end of either the 25m or 50m pools
- 17.2 No head first entry into ANY part of the toddlers/leisure pool
- 17.3 No running on the pool deck
- 17.4 No bombing or flipping
- 17.5 No riding on shoulders
- 17.6 Ball games or object retrieval games may be restricted depending on the type and size of ball and the number and age of other patrons in the pool
- 17.7 No throwpedos
- 17.8 No mermaid tails
- 17.9 Standing and storage of belongings on seats is not permitted.
- 17.10 No climbing on railings, tables, chairs or other fixtures around pools
- 17.11 No spitting
- 17.12 No walking on or sitting on the ramp wall (between the ramp and the pool)
- 17.13 No sitting or leaning heavily on lane ropes
- 17.14 No nudity (except while showering in the private shower facilities) at any age including changing on pool deck.
- 17.15 No diving from blocks without prior permission from staff.
- 17.16 No entry into the dive pool or jumping off any diving boards without permission of staff.

RELATED POLICIES/DOCUMENTS

Orange City Council Fees and Charges

Responsible Area – Technical Services

REVISION					
	DATE	RESOLUTION		DATE	RESOLUTION
1	16 May 2017	17/200	5		
2			6		
3			7		
4			8		
All policies can be reviewed or revoked by resolution of Council, at any time.					



ORANGE CITY COUNCIL

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SUMMARY OF AMENDMENTS

Date	Amendment	Date of Council resolution
May 2017	New Policy	16 May 2017