

LAUNCESTON AQUATIC - RULES & REGULATIONS

By Entering the Centre you agree by the following Conditions of Entry; any patrons not observing these Conditions of Entry may be asked to leave. Please note that these Conditions of Entry are subject to change and upon entering the Centre you are responsible for ensuring you are aware of the latest rules:

1. The main things to remember:

- Pay attention to signs around the Centre - these form part of the Centre's rules.
- Obey instructions given to you by Lifeguards and other Centre Staff.
- Take care of yourself and your belongings. You are responsible for your own safety and personal property.
- The City of Launceston Council does not accept liability for injury or damage to persons or property.

2. Responsible Supervision

Parents/guardians are responsible for the safety and supervision of their dependants or clients while in and around the Centre.

- **Children under 6 years must be accompanied in the water, within hand reach of a responsible and competent person over the age of 16 years. Maximum 2 children per responsible and competent person.**
- **Children under 11 years of age must be actively supervised by a parent or guardian over the age of 16 years. Maximum 4 children per responsible person.**
- **Parents and guardians should be dressed ready to take action including unexpected entry to the pool.**

The Centre reserves the right to require in-water supervision for all patrons, regardless of age, depending on their ability to safely swim independently.

3. Responsible Supervision

The following conditions apply throughout the Centre:

- Smoking is prohibited within the Centre (including the outdoor areas) or within 3 metres of any entrance or intake vent.
- Closed circuit recorded TV may be operating at all times and the Centre reserves the right to use security footage for investigation purposes.
- Bubble-gum or chewing gum is not permitted in the Centre.
- Any personal property left at the Centre will be dealt with in accordance with the Centre's Lost Property Policy and the **Police Offences Act 1935**.
- Commercial or fundraising activities are not permitted without written approval from the Centre Manager.
- A person must not distribute any advertisement, book, card, notice, pamphlet, print, paper or placard in the Centre without written approval from the Centre Manager.
- Centre Management may close a pool, or part thereof, or other facility at the Centre. In this event compensation shall not be payable.
- Centre Management may lease, hire, or make available any part, or all of, the Centre for exclusive use. This use is upon such terms and conditions as deemed appropriate by Centre Management.
- The Centre may recover from a person the amount of damage or expenses incurred as a consequence of vandalism, damage, or as a result of a breach of the Conditions of Entry.
- All litter is to be placed in the bins provided.
- Alcohol is not to be brought into the Centre.
- Anyone suspected to be under the influence of alcohol or drugs will be declined entry or asked to leave.
- Glass, ceramic or other containers are not permitted in the Centre.
- Ensure your valuables are safe, by leaving them at home or in the lockers provided.
- Groups must book before coming to the Centre. Groups without bookings may be declined entry.
- With the exception of guide dogs, no animals or pets permitted in the Centre.
- No boogie boards, inflatable toys or balls are permitted unless part a program or activity organised by the Centre.
- Balls are not to be deliberately thrown against any wall, ceiling, glass surface or any other part of the Centre.
- Skateboarding is not permitted in the Centre or on surrounding footpaths or grounds.
- Bikes are not permitted in the Centre; bike racks are provided near the Centre's main entrance.
- Strollers and Prams must be kept at a safe distance from any pool edge.
- In the interest of safety and enjoyment of patrons at the Centre, the following will not be tolerated: running, climbing on or playing in garden beds, structures or fences, diving in shallow water, dunking, pushing, playing roughly, splashing other excessively, wrestling, overly amorous, swearing or verbal abuse, discriminatory behaviour, intimidatory behaviour, any behaviour that distracts a lifeguard from guarding.
- Unacceptable behaviour will be dealt with at Centre Manager's discretion. Action may include timeout, limiting access to part, or all, of the Centre, or exclusion or prohibition from the Centre.
- If you are injured at the Centre we will help you and you must report the incident to a lifeguard or staff member. If First Aid is required you must provide your contact details and complete an incident report form. We reserve the right to seek medical attention for a patron if we believe it is required.
- Open sores and wounds must be covered by a waterproof bandage.
- Signage displayed on pool deck advising of appropriate etiquette when using lanes must be obeyed at all times.
- **Children aged 6 years and over are not permitted into the change rooms of the opposite gender.**
- People with additional needs and parents/guardians changing babies will have priority use of the Family Change Village.
- Appropriate swim wear must be worn when using the pool deck showers.
- The following are not allowed in the pool deck showers: skin treatments, shaving cream, razors, paper products including newspapers and tissues.
- Non-slip footwear designed aquatic environments is recommended to be worn in shower areas.
- Café tables and chairs (pool side) are for use of the Café patrons only. Seating is limited so please be considerate by making tables and chairs available to others after consuming food/or beverages.

4. Entry Fees

- Entry to the Centre requires an approved access card or payment of the prescribed entry fee. This applies to all people including non-swimmers.
- No refunds will be given if you are asked to leave the Centre by a staff member of City of Launceston Leisure and Aquatic Centre.
- Concession entry fees are available to holders of government issued Health Care Cards, Veterans Affairs Card, Senior Card or Pension Cards. You must present your concession card at the time of entry to receive the concession.
- Free entry is provided for Carers (card holders) or people who are providing assistance for clients with additional needs. **Centre staff are unable to provide physical assistance to people with additional needs.**

5. Filming, Photography, Arts & Media

A request, either verbally or in writing may be made to Centre Management for permission to conduct filming, drawing, painting or photography at the Centre. Filming or photography may be permitted at the Centre in the following circumstances:

- Occasions when a member of the general public wishes to photograph or film members of their family in Centre activities.
 - When a major or special event is being conducted in the Centre.
 - Where the media requests to photograph/film/interview a person not related to City of Launceston Leisure and Aquatic Centre.
- Permission to film/photograph may be refused or withdrawn if in our opinion the privacy of other Centre users cannot be reasonably guaranteed.
- Use of mobile phones, cameras or video cameras in any change room is not permitted.

5. Acceptable Swimwear

- Recognised and appropriate swimwear is to be worn at all times.
 - Recognised swimwear - means that the swimwear was manufactured specifically for swimming, including rash vests, board shorts, properly fitting bathers and effective waterproof nappies.
 - Appropriate swimwear - is both recognised and not revealing or offensive to other patrons.
- We do not permit patrons to swim in items such as t-shirts, G-strings, underwear, street wear, wetsuits, see-through swimwear, cut-off jeans, ill-fitting or revealing swimwear or football shorts unless part of a Centre approved program or activity.
- We reserve the right to determine what swimwear is considered recognised or appropriate.
- Effective water nappies must be worn by un-toilet trained children at all times.

6. Diving Boards

- Diving boards are only open to the public during designated public use times.
- Direction of The City of Launceston Leisure and Aquatic staff must be adhered to at all times.
- You must be a competent swimmer in deep water.
- Only one person is allowed on a diving board at a time. Users waiting to use the boards must wait at the bottom of the steps.
- Users must check that the water is clear of other users, equipment or hazards before diving.
- One bounce only on the diving board.
- Do not dive from the side of the diving boards.
- Do not swing or hang from under the diving boards.
- Upon surfacing, swim directly to the nearest side of the pool and leave the diving area.
- Do not swim below the diving boards when they are in use.

8. Waterslide

- A valid Waterslide ticket must be presented prior to using the Waterslide.
- Direction of The City of Launceston Leisure and Aquatic Centre staff must be adhered to at all times.
- Children under 6 years of age must be accompanied by their supervising adult.
- Young children aged 6 years and over may be accompanied by supervising adult.
- You must slide feet first only and it is recommended that your legs be crossed.
- You must exit the slide immediately after landing.

9. Spa

- Minimum age to use the spa is 16.
- The spa is open to Premium members and to customers who have paid an upgrade fee for use of the spa.
- Users must have their membership card or their purchased casual user band with them at all times.
- Never put your head underwater in the spa.
- If you are pregnant you should not use the spa without first seeking medical advice.
- The spa is a heated water environment, if you are concerned that it may adversely affect you, it is your responsibility to seek medical advice.
- It is not recommended that the spa be used for any longer than 15 minutes at a time.
- Do not use this area if using medications, drugs or alcohol (some medications may produce adverse effects).
- The following are not allowed in the spa: hair or skin treatments, shaving cream, razors, paper products including newspapers and tissues.

10. Programs Pool/Hot Zone

- The Programs Pool/Hot Zone is only to the public during designated public use times.
- The Programs Pool is open to Premium members and to members of the public who have paid an upgrade fee for Premium Entry.
- Users must have their membership card or their purchased casual user band with them at all times.
- Never put your head underwater in the Programs Pool/Hot Zone
- If you are pregnant you should not use the Programs Pool/Hot Zone, without first seeking medical advice.
- The Programs Pool and Hot Zone is a heated water environment, if you are concerned that it may adversely affect you, it is your responsibility to seek medical advice.
- It is not recommended that the Programs Pool/Hot Zone be used for any longer than 15 minutes at a time.
- Do not use the area if using medications, drugs or alcohol (some medications may produce adverse effects).
- The following are not allowed in the Programs Pool/Hot Zone: hair or skin treatments, shaving cream, razors, paper products including newspapers and tissues.

11. Interactive Children's Water Play Feature

- The interactive Children's Water Play Feature is here for everyone's enjoyment.
- Be aware of other users and take care when making your way to the splash zone.
- No climbing on the outside of the play equipment.
- No boisterous behaviour/rough play,
- **Children under 6 years must be accompanied in the water, within hands reach of a responsible and competent person over the age of 16 years. Maximum 2 children per responsible and competent person.**
- **Children under 11 years of age must be actively supervised by a parent or guardian over the age of 16 years. Maximum 4 children per responsible person.**
- No hanging from roped or any part of the external play feature.
- No running,
- No playing underneath the equipment.
- You must ensure the end of a slide is clear before use.
- Only one person is allowed on the slide at any one time (young children may be accompanied by their supervising adult).
- You must slide feet first only.
- You must exit the slides immediately after landing.