



## Pool Complex Conditions of Entry

Application	All Pool Complex Users
Responsible Officer	Human Resources Officer
Author	Human Resources Officer – Yvette Stewart
File No	CM:POL:CWP
Authorised by	General Manager – Manex
Effective Date	30.08.2011
Distribution	Intranet

### Purpose

To establish the Conditions of Entry into Carrathool Shire Councils pool complexes in Hillston and/or Goolgowi.

### Definitions

GM	General Manager
Council	Carrathool Shire Council

### Reference

This policy complements other legislation and where it is silent on matters referred to in the following legislation such matters must be followed in accordance with the legislation.

This policy can be varied by the General Manager if exceptional circumstances prevail.

- Practice Note 15
- OHS Act

### Policy statements

The Conditions of Entry, which appear below and the Carrathool Shire Council Local Government Property Local Law form the condition of entry to the Goolgowi and/ or Hillston pool complex.

The Conditions of Entry will be sign posted at the various entry points to the Complex's. Council will give seven days notice of any amendments to the policy.

Any patron not observing any of these Conditions of Entry may be asked to leave the Complex, and if they refuse, they may be removed from the facility and prevented from re-entering or using the facility for such period as the Director or Pool Attendant at their sole discretion may determine.

Patrons agree and accept that enforcement of the supervision period may involve full disclosure of necessary personal particulars and the taking of photographs to ensure compliance.

Any person who knowingly and deliberately breaches a "Suspension Order", risks further suspension orders or restraining orders as appropriate. It should be noted that all such decisions made from time to time are made in the interest of public health and safety and to maximise the enjoyment of the Complex's facilities.

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**1. Entry**

No person shall enter the Complex's without having first paid, to the Pool Attendant or Kiosk Operator, the proper charge for admission unless that person is an officer or employee of the Council in the course of his/her duties. The Pool Attendant / Kiosk Operator may refuse entry to any person for any reason.

**2. Spectator Fee**

A spectator fee must apply to all non swimming patrons 6 years and over.

**3. Request to leave**

You may be required by the Pool Attendant to leave the Centre at any time for any reason.

**4. Risk**

All patrons entering the facility do so at their own risk and no responsibility will be taken by the Complex's for personal safety, belongings and supervision of patrons.

**5. Lost / Stolen Property**

No responsibility is accepted by the Complex for the loss of property, including personal property or property belonging to hire groups, contractors, schools or other individuals.

Lost property will be stored at the kiosk and kept for two weeks. After this time it will be disposed of in accordance will be with the *Local Government Act*. All claims must be made in person.

**6. Age**

Unless a patron is participating in a Complex run program, the Complex's have several age restrictions to programs and facilities:

- Children under 5 years must be constantly within arms reach of a person over the age of 16 years at all times.
- Children under 10 must be accompanied and supervised by a parent or guardian aged sixteen (16) years or over at all times.

**7. Entry Concessions**

Identification must be available and presented before any entry concession is granted, this includes student cards and pension cards.

**8. Membership Refunds**

Membership refunds are not available from the Complex's unless a doctor's certificate is provided and/or exceptional circumstances exist. All refund requests must be made in writing. An administration fee may apply. No refund will be given to any patron asked to leave the Centre.

**9. Bag Checks**

The Pool Attendant reserves the right to conduct random or obligatory checks on all bags.

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## 10. Change rooms

Children six (6) years and under must be accompanied by an adult in the change room at all times. Parents may take their child six (6) years and under of the opposite sex into the appropriate change room, however, over six (6) years the parents must have the children utilise the correct change room.

## 11. Prohibitions

### 11.1 *Glass and Glass Products*

Patrons must not bring glass and/or glass containers into the Complex's.

### 11.2 *Alcohol / Drugs*

Patrons must not bring nor consume alcohol or have in their possession prohibited drugs, and any products containing alcohol or drugs in the Complex's.

### 11.3 *Dangerous Items and Markers*

Patrons must not bring into the Complex's any dangerous items including screwdrivers, knives, paint, or markers. Any dangerous or other questionable items will be confiscated.

### 11.4 *Complex Kiosks*

Patrons must not enter the Kiosk area.

### 11.5 *Smoking*

The Complex's are a smoke free environment. Patrons must not smoke within the Complex's, including the building and surrounds all grassed areas.

### 11.6 *Inappropriate Activities*

Bombies, Jumping, Diving, Running Bombies and jumping are prohibited. Diving must only be undertaken in designated Swim Clubs. Running on pool deck is prohibited.

### 11.7 *Illegal Entry*

Illegal entry by whatever means is unacceptable. The use of somebody else's membership card with/without their knowledge may attract automatic suspension for the offender and/or card owner for up to 12 months with no refund of membership subscriptions.

### 11.8 *Abusive Behaviour*

Abusive behaviour toward staff or other patrons will be directed to leave the Complex. Examples of abusive behaviour include shouting, yelling, invasion of personal space, profanities, and personal insults. Determination of whether behaviour constitutes abusive behaviour will be in the sole discretion of the Pool Attendant.

### 11.9 *Vandalism and physical abuse*

Patrons must not commit any acts of vandalism or physical abuse. Any acts of vandalism or physical abuse will result in automatic suspension from the Complex's and prosecution.

### 11.10 *Showering*

All patrons must shower before they use the aquatic facilities.

### 11.11 *Pool Etiquette*

Patrons must observe pool etiquette at all times, including keeping to the left of lanes, swimming in appropriately named lanes, and keeping left of turning blocks while resting.

### 11.12 *Program and Hire Users*

Patrons are required to be aware of programs conducted by the Complex and hire groups.. Deliberate interference of any program or booked space may result in removal from the Complex. The placing of lane ropes in the pool, and other equipment will be at the Pool Attendant's discretion.

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11.13 *Cameras*

The authorised use of any camera device in the change room areas is prohibited. The use of cameras and video cameras within the Centre (excluding change rooms) is limited to filming/photographing of your own child.

11.14 *Health and Wellbeing*

The Pool Attendant may refuse admission to any person who, in their opinion, is apparently suffering from any contagious, infectious or cutaneous disease or skin complaint, or whilst in an unclean condition, enter or use or attempt to use the pool area or any part thereto.

11.15 *Animals*

No animals are permitted to enter or remain in the Pool Complex's, other than a bona fide guide dog.

11.16 *Mobile Phones*

The use of mobile phones in change rooms is prohibited

**12. Clothing Restrictions:**

Patrons are required to wear appropriate clothing. Patrons with clothing deemed inappropriate by the Pool Attendant or authorised persons will be asked to leave the Centre.

- Pool – bathers, board shorts and T-shirts, are deemed appropriate.
- Infants Pool - water proof nappies are required to be worn by all babies and special needs.

The complex is a family centre and the Pool Attendant's have the sole right to determine appropriate attire.

**13. Use of Facilities**

Not all facilities will be available to patrons at all times. Patrons should be aware that memberships do not include the exclusive use of all services and facilities due to Complex run programs and hire groups.

**14. Administration and Conditions of Entry**

All complaints should be addressed to the Director Planning & Environment and the complaint must be lodged in writing and sent to Council's Goolgowi Office.

Any appeals against suspension must be written, giving as much supportive details as possible (including time, date, witnesses etc), and any decisions as to the appeal against will be at the sole discretion of the Director and General Manager.

Management reserves the right to publish details of various offences without necessarily identifying offenders to highlight and demonstrate actions it takes to ensure public safety in use of the Centre.

**Revision Table**

Minute /Date	Amendment Summary	Reason or Reference



**Associated Documents**

- CSC - OHS Policy
- CSC - Recording Devices In Change Rooms
- Pool Operations Manual
- Working With Children Handbook

**Review**

This policy may be amended from time to time and will be reviewed within four years of its adoption (or latest amendment) with reference to any relevant legislation, best practice guides, or other factor

SIGNED:..... POSITION: GENERAL MANAGER

DATE:...../...../.....

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