

Pool Based Session Bookings

Conditions of Entry for Eltham Leisure Centre

Last Updated 29 May 2020

In line with current Victorian Government restrictions, Eltham Leisure Centre, herein referred to as “The Centre” will be operating under a restricted model for pool access.

Users wishing to access the facility for lap lane swimming or water-based rehabilitation will be permitted to do so under these Conditions of Entry.

By submitting a booking to The Centre, you agree to abide by all Conditions of Entry as outlined in this document.

Booking policy

- Bookings will be accepted under the following categories:
 - Member: For those that hold a valid Health and Wellness or Aquatics Membership at Eltham Leisure Centre, or are enrolled in our Swim School Program.
 - Casual User or Non Member: For all other individuals, including user group participants (eg. Swim Club) who do not meet the criteria of a member as outlined in 1a
- All sessions must be booked online prior to arrival (No walk-ins accepted)
- Payment is required in full to participate in your session
- Refunds and cancellations are not available.
- Bookings open to current members 24 hours prior to the session commencing and to the general public 12 hours prior to the session commencing.
- All sessions close one-hour prior to the scheduled start time.
- Swimmers with a valid companion card can be accompanied by one carer who is not swimming. Due to strict capacity limits, the carer must also be booked into the session time (No charge applies). Bookings for carers must be made by calling The Centre directly.
- Bookings for children under the age of 10 must be made over the phone and they must be accompanied to The Centre by a supervising parent or guardian. The supervising parent or guardian must also pay the relevant session fee.

Restrictions

- Showers and change room facilities are temporarily closed. Access to toilets is permitted.
- No locker access is permitted and belongings are not to be left in the changerooms. Valuable personal items should be left at home.
- Patrons must bring their own water bottle. No other food or drink is permitted into The Centre.
- Patrons must bring their own equipment such as goggles and swimming aids. No communal equipment will be available at The Centre.

Social distancing, safety, health and hygiene

- The patron is responsible for adhering to social distancing, health and hygiene guidelines as outlined within The Centre and including:
 - Always keeping a 1.5 metre distance between yourself and others
 - Adhering to the maximum of 3 swimmers per lane rule
 - Adhering to assigned entry and exit points
 - Showering with soap and water at home before arrival
 - Staying home if you have cold or flu symptoms, or have been in contact with a suspected or confirmed COVID-19 carrier
 - Washing your hands often with soap and covering coughs and sneezes
- The patron must adhere to the standard Conditions of Entry to The Centre

Lap Swimming Procedures

- You should arrive at the main entrance no earlier than 5 minutes prior to your session commencing. Due to strict capacity limits, early entry will not be permitted.
- The one-hour booking consists of 60 minutes in the facility, commencing at your scheduled booking time.
- Lifeguards will provide instructions when it is time to exit the pool. At this time you must immediately prepare to exit the Centre.
- Patrons must exit before or at the scheduled session end time.
- Late arrivals must swim within their booking hour and cannot carry over into the next hour.

Failure to comply with the above terms and conditions of entry may result in restrictions for future bookings.