

# Leisure Centres Conditions of Entry

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# Town of Victoria Park – Leisure Facilities

## Conditions of Entry

**Purpose:** To establish a set of conditions for entry into Aqualife and Leisurelife that ensure a consistent level of service and that support patrons to feel safe.

### Entry

- An entry fee to access the facilities services and programs must be paid in accordance with the Town's Fees and Charges schedule.
- All patrons entering either Aqualife or Leisurelife are bound by the conditions of entry. The conditions of use for each specific area are located throughout the facility, and you are required to read and abide by these conditions.
- All non-swimming patrons entering the aquatics area that are 14 years old and older are required to pay a spectator fee.
- CCTV cameras are recording throughout the internal and external areas of the facilities (other than within changing rooms). Images captured on CCTV are used for the purposes of crime prevention and may be used by the Western Australia Police Force for investigation.
- If you require footage, you will need to file a police report so that they may access the footage. Patrons are not permitted to view the footage without police presence.
- Use of the Centre(s) facilities (including shower and toilet facilities) is restricted to members and paying patrons only. (a spectator fee is required if patron requires to use only these facilities)
- Any patron suspected of being under the influence of alcohol or drugs will not be permitted into the facilities.
- Management reserves the right to refuse entry to any person at any time that breaches the conditions of entry.
- Any patron staff feel is behaving violently or disrespectful will not be permitted into the facilities.
- Patrons are expected to comply with state government guidelines at all times. All decisions made by the town are based on state government and health department guidelines and are therefore subject to change depending on health advice received.

### Request to leave

Management reserves the right to refuse entry or ask a patron to leave the facilities if they are in breach of any of the Leisure Facilities Conditions of Entry. Police assistance may be engaged if patrons do not leave when requested.

### Lost or stolen property

- There are complimentary lockers at both centres to protect belongings, and patrons are encouraged to use them for valuables.
- Management and staff shall not be liable or responsible to you for any direct, indirect or consequential injury, loss or damage; and shall not be responsible for lost or stolen items, or damage to property or vehicles (including, but not limited to, private property, property of hire groups, contractors, schools, or other individuals).

- Lost property will be logged at reception and kept for a minimum of 1 week. Any items not claimed after the 1-week period will be donated to a local not for profit organisation or charity.
- Lockers are strongly encouraged for patron to use. Any items left in the lockers after the close of business will be recorded on the lost property register at reception and held for a minimum of 1 week.
- If an item is reported and has been located, this item must be collected within 4 weeks of hold date.
- Anyone affected by crime is encouraged to contact the Victim Support Service on 9264 9877 for free and confidential help, regardless of whether they have reported the crime to the police or not.

## **Age**

**Staff or management may request patrons to show proof of age and should always carry appropriate identification when entering the facilities, this includes valid concession cards.**

### **CENTRE**

- All children under 13 years of age must be accompanied and supervised by a parent or guardian over 16 years of age.
- Patrons 18 years and over are required to pay adult entry prices, unless an appropriate concession card is shown at the time of entry.
- Any patron under the age of 18 must be accompanied by a parent or guardian to enter into a consumer agreement (including, but not limited to, memberships, swimming lessons)
- For children under 13 years, parents or guardians cannot leave children in the facilities unsupervised, including whilst they are participating in a program or service (including, but not limited to, sport competitions, recreation swimming, swimming lessons, group fitness class, gym workouts, meetings, etc.)
- Children under the age of 16 attending during school time will need to contact a parent or guardian before entering the facility

### **HEALTH & FITNESS**

- Children under 13 years, are not permitted to use the gym or group fitness facilities, unless participating in an approved supervised program by facility management.
- Patrons between the age of 13 to 15 can use the gym and group fitness facilities but must always be supervised by a parent or person over 16 years of age.
- Patrons over 16 years can use the gym independently.
- Patrons under 18 must have a parent or guardian present to enter into any membership's agreements.

### **AQUATICS**

- Children under 3.5 years, it is (strongly encouraged or required to) that an Aqua Nappy is worn.
- Children under the age of 5 years are to be supervised at all times in the water and within arm's reach by an adult or person over the age of 16 years. The child must also wear a yellow Watch Around Water Wristband whilst in the facility, this includes swimming lessons.

- Parents supervising children under the age of 5 years are not required to pay an entry admission fee but are required to pay the child fee.
- For children aged 6 years or older, it is required that they use gender appropriate change rooms or the family changing rooms.
- For children between 5 to 12 years, parents or guardians must always maintain direct visual supervision.
- For children 11 to 14 years, parents or guardians are strongly encouraged to verbally check in on the children on a regular basis (every 15 to 20mins).
- Children under the age of 13 must be actively supervised AT ALL TIMES by a responsible person aged 16 years or older (unsupervised children will be refused entry or asked to leave the facility. An opportunity will be given to contact a parent or guardian)
- Children under 17 years old are considered as 'children' and relevant concession prices will be applied at the time of entry. Staff may request that an appropriate concession card be presented at the time of entry.
- Patrons over 18 years are permitted in the spa or steam room. A wrist identification band must always be worn whilst in the area.

#### CRECHE

- Children 8 weeks to 5 years, are permitted to use the centre's creche facilities. Parent/caregiver must remain on premises at all times whilst their child/ children are attending crèche and are to observe the crèche time limits.
- Extra fees will be charged if children are not collected when allocated booking concludes.

#### Concession Entry

Concession entry is available for patrons that present a current National Senior Card, Australian Student Card (including TAFE), Centrelink Health Care Card, Commonwealth Senior Health Card, Centrelink Pensioner/ Concession Card, or a Repatriation Health Card.

Patrons that present a valid companion card are permitted to have companions enter at no extra cost. Admission fee to patron is still applicable.

#### Bag Checks & Prohibited Items

Staff reserve the right to conduct random bag checks of all bags and may refuse entry to any patrons that refuse a bag inspection or are carrying prohibited items. The following items are deemed as prohibited from entering the facilities unless authorised by facility management.

- Weapons of any kind
- Alcohol and prohibited/illicit drugs
- Glass or sharp objects (including glass water bottles)
- Musical instruments or whistles
- Unauthorised temporary signage and promotional products
- Fireworks / flares / laser lights / pyrotechnics
- Bicycles / scooters / electric scooters / rollerblades / skateboards
  - These items are not permitted into the facility and the centre hold no responsibility for the storage of these, or any items. Bike racks are located out the front of reception and patrons are expected to bring their own locks.

- Professional cameras, audio recording equipment or video cameras
- Animals except for authorised assistance animals
- Mermaid Fins

## **Mobile phones, cameras, and video cameras**

Mobile phones and cameras may be used for private reasons within the facility, but must adhere to the following:

- No photography or filming of any kind is permitted in the centre
- Patrons must respect and not interfere with other patrons' ability to use or enjoy the services or programs
- Patrons must not broadcast or publish images or videos without consent from management
- Mobile phones, cameras, video cameras and recording devices are not permitted to be used for any purpose in the changing rooms or toilet facilities.
- Staff reserves the right to refuse entry or ask a patron to leave the facilities if they continually breach the above conditions.

## **Alcohol and other drugs**

The facilities maintain a 'zero tolerance' drug and alcohol policy and any person that appears to be under the influence of alcohol or prohibited/illicit drugs will not be granted access into the facility.

The facility may terminate any relevant agreement where there are reasonable grounds to suspect the use, possession, supply, or distribution of prohibited/illicit drugs or banned supplements (including, but not limited to, performance and image enhancing drugs or supplements) by the relevant personnel or patron.

## **Antisocial Behaviour**

Any antisocial behaviour that disturbs or interferes with other patrons' ability to go about their lawful business will not be tolerated within the facilities. Patrons engaging in any types of antisocial behaviour towards staff, other centre patrons or property will be asked to leave the facility. Repeat offenders may receive a temporary suspension of the centre if antisocial behaviour persists. This can include any of the below types of behaviour.

### **MISUSE OF PUBLIC SPACE**

- Loitering and obstructing others from using public space
- Fighting or acts of physical violence
- Consuming alcohol

### **DISREGARD FOR COMMUNITY SAFETY**

- Noisy or rowdy behaviour and intimidation (e.g. shouting, swearing and fighting)
- Drunk or disorderly behaviour

### **DISREGARD FOR PERSONAL WELLBEING**

- Prohibited/illicit drug use or disorderly behaviour

### **ACTS DIRECTED AT PEOPLE**

- Bullying
- People being insulted, pestered, or intimidated
- Aggressive, threatening, or obscene language and behaviour

## ENVIRONMENTAL DAMAGE

- Graffiti in public spaces
- Property damage and vandalism
- Littering and failing to maintain property

## RACISM

- Physical violence or assault
- Racially targeted damage to property or arson / stealing
- Verbal abuse
- Objects being thrown at a person or property

Patrons subject to any types of racially motivated abuse are encouraged to report it to staff and call the WA Police on **131 444**, or if they wish to remain anonymous, call **1800 333 000**.

## Program and Centre Use

Patrons must not disturb or interfere with any of the programs being conducted by the facility or hire group. Deliberate interference of any programs may result in removal from the facility.

Private coaching, teaching, or instructing patrons outside of the facilities programs is not permitted, unless approved by facility management. This can include but not limited to any of the below types of activities.

- Swim coaching or teaching
- Personal training
- Basketball/netball coaching or teaching
- Badminton/squash coaching or teaching
- Any other commercial activities that have not been approved by facility management

## Clothing

All patrons must wear appropriate clothing and footwear for the activity or space they are using. Patrons with clothing deemed inappropriate or not recognisable for that activity will be asked to change or leave the facility.

## HEALTH & FITNESS

- Patrons must wear appropriate exercise attire. This includes, but is not limited to, shorts, leggings, tracksuits, singlets, tops, and T-shirts.
- Closed shoe footwear must be worn whilst using the gym or group fitness facilities.
- Towels are compulsory in the gym or group fitness classes. No Towel = No Entry.

## AQUATICS

- Swimmers are required to wear recognisable bathing attire in the pool and spa.
- Appropriate bathers include rash vests, swim leggings, boardshorts, water reef shoes, burkini/religious swimwear, speedos, female one-piece or two-piece swimwear.
- Inappropriate bathers include denim, underwear, pants, loose shirts, shoes, jumpers, dresses, sportswear, and non-specific aquatic footwear.
- For children between 0 to 3.5 years or that would normally wear a nappy it is mandatory that they always wear an Aqua Nappy whilst in the pools.

- Provocative or inappropriate swimwear including G-string bather bottoms, revealing bather tops and revealing speedos, are not permitted in the centre. Patrons may be asked to change or leave the facility.

#### **SPORTS COURTS**

- Patrons must wear appropriate shorts, leggings, tracksuits, T-shirts plus closed non-marking footwear whilst using the courts.
- T-shirts, singlets and tops must always remain on whilst in the facility. Staff may ask patrons to put their tops back on and repeat offenders will be asked to leave the facility.

#### **Use of Facilities**

Patrons should be aware that memberships or casual entry fees do not include exclusive use of any of the facilities or programs. Patrons are reminded that not all facilities and programs will be available to patrons due to factors such as maintenance, emergency, safety, staff availability, or other disruptive concerns.

#### **Smoking**

Smoking is banned indoors and on the outdoor grounds of the facilities under the Tobacco Act, 1987.

The policy does not permit smoking within the indoor or outdoor area of the property. This includes electronic cigarettes, personal vaporisers, and any other electronic nicotine delivery systems or vaporisers.

Smoke-free zones are identified by appropriate signage, where possible.

Smoking is prohibited within 5 meters outside of the entrance to all Town buildings. Where outdoor smoking areas are permitted, they shall be established beyond 5 metres from entrances and signposted as such. Bins for the disposal of cigarette butts shall be provided in these designated areas.

Staff reserves the right to refuse entry or ask a patron to leave the facilities if they are in breach of the Town's Smoking Restriction Policy.

#### **Animals**

No animals or pets are permitted into the facilities, except for assistance animals as defined in the Disability Discrimination Act 1992 (Commonwealth) section 9 (2).