

Glen Eira Leisure is a part of Glen Eira City Council (**Council**). The following rules apply to your visit to Glen Eira Leisure Centre's (**Centre**) that comprises of Glen Eira Sports and Aquatic Centre, Caulfield Recreation Centre and Carnegie Memorial Swimming Pool. This is in addition to the conditions of entry advertised at the entrance to the Centre and our website.

By entering our Centre, you (**Patron**) agree to comply with these rules and our conditions of entry and acknowledge that a failure to comply may result in individuals being asked to leave the Centre or having future access privileges suspended or withdrawn.

1. General Centre Rules

- Glen Eira Leisure is committed to being a child safe organisation and has zero tolerance for child abuse. If you believe a child is unsafe while at or using our Centre, you must report it to staff immediately.
- Admission to our Centre requires payment of the applicable entrance fee listed on our website and displayed at the entrance.
- All children under the age of 10 must be closely supervised at the Centre by a parent or guardian over the age of 16 at all times.
- There are signs with warnings, rules and instructions placed around the Centre. You and any children under your care must comply with all warnings, rules and instructions and follow any directions given to you by Centre staff, particularly in times of emergency.
- The use of cameras, video recorders, video calling, live streaming or any other image recording device is prohibited within our Centre without written permission from management.
- The use of mobile phones is strictly prohibited in change rooms. All mobile phones must be left in a person's bag while using the change room facilities. Permission must be sought from management before using a mobile phone for the purpose of taking pictures within other areas of the Centre.
- No pets or animals are permitted in the Centre, except for registered guide dogs and assistance animals.
- For the safety of all patrons and staff, closed circuit television camera's (**CCTV**) and alarm security surveillance systems are in use in our Centre at various locations. Any person entering the Centre consents to and authorises Council to record or photograph you and to distribute video and images when required by an authorised officer or by law. All records are the sole property of Council.
- You must comply with any Public Health Order and restrictions imposed by the State of Victoria or Federal Government.
- We reserve the right to alter operating hours, program timetables, equipment availability, membership entitlements and will provide notice before doing so where a major alteration is to occur.
- We reserve the right to refuse entry or remove any person not respecting our rules, conditions of entry, Glen Eira City Council's local law, any laws and regulations or who fails to follow the instructions of our staff. We may require you not to return to the Centre for a period of time or at all. Any illegal behaviour at the Centre will be reported to the police.

Keeping our Centre safe and fun

We provide our Centre for the enjoyment of the community. To keep our Centre safe and fun for all patrons and staff, an acceptable standard of behaviour is expected at all times. The following specific behaviours are deemed unacceptable in and around our Centre, this is not an exhaustive list and management may take action in any instance it believes behaviour is not in the best interest of the majority of patrons:

- behaviour or language that is offensive, abusive, disruptive, sexually inappropriate, discriminatory, anti-social, culturally insensitive or threatening;
- slanderous or defamatory comments about staff or our Centre;
- conduct that endangers or interferes with the enjoyment of others or that results in, or is likely to result in, misuse or intentional damage to our equipment or property;
- failure to take reasonable direction from Centre staff or comply with warnings, rules and

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instructions placed on signs around the Centre;

- persons under the influence of alcohol or drug or with alcohol or drugs in their possession;
- persons with knives, weapons, glass bottles or containers; or any dangerous object or item that has the potential to cause injury, damage or public nuisance in their possession;
- smoking, vaping, spitting, or use of e-cigarettes in the Centre or within 10m of any external entry;
- theft from the Centre and/or patron of the Centre;
- photographing or filming without prior consent of management;
- inadequate supervision of children;
- unauthorised promotional, charity or commercial activities in the Centre or on the Centre grounds without consent of management;
- wearing, displaying or otherwise distributing inappropriate or offensive images or materials;
- conduct that is not in compliant with any applicable law, regulation, or direction of the Government.

Management reserves the right to inspect any bag for prohibited items.

2. Medical Conditions and Injuries

- We expect you to be medically sound to undertake physical activity at our Centre and to consult with a medical practitioner if you are unsure.
- Before undertaking exercise or recreation at the Centre, you must alert staff before of any medical condition or illness you have which may impact your health and wellbeing or the health and wellbeing of others.
- If you are pregnant, on prescription medication, or have heart problems, high blood pressure or any other medical condition or injury, you should seek medical advice from an appropriate medical practitioner before using our Centre and follow the advice of that practitioner when choosing to use our Centre and any activities offered.
- You agree to not use our Centre if you are suffering from any form of illness, disease, injury or other condition that could be a risk to your health or safety, or others using the Centre.

3. Aquatic Areas

This section (section 3) sets out additional specific rules that apply to aquatic venues in addition to all other rules contained within these rules and our conditions of entry.

3.1. General Aquatic Rules

- Follow all signs and instructions from staff at all times.
- Do not use aquatic areas while under the influence of drugs or alcohol.
- Wear appropriate and clean swim attire at all times:
 - no underwear, see through garments, topless bathing or nudity;
 - regular streetwear such as leggings, underwear, t-shirts and jeans are not suitable for swimming as it may inhibit a person's ability to safely move through the water and may contain excess contamination which affects the pools water balance;
 - babies, children and persons suffering incontinence and who are non-toilet training or ordinarily wear nappies must wear a waterproof aqua nappy/swim wear that must have an elastic legs and waist.
- Always walk when in the pool area, do not run, jump or skip.
- Do not use the pool deck to remove or change swimwear.
- No diving allowed (dive entry only permitted by trained swimmers under staff supervision).
- Do not climb or hang on lane ropes or water play equipment.
- To ensure the safety of yourself and others, do not push, bomb, flip or involve yourself in rough play.
- Small inflatable swim aids for children are permitted, e.g. swim rings and arm bands. All other equipment that inhibits effective swimming including large personal floatation devices and mermaid tails are not permitted for use in the aquatic area.

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- You must not pollute, deposit rubbish, or intentionally release bodily material or waste into the pool.
- It is encouraged to use SPF 30 or higher broad-spectrum water-resistant sunscreen when outdoors.
- Scooters, roller skates, skateboards, hoverboards, bicycles including e-bikes and e-scooters are not permitted in the aquatic area.
- You or your child may be directed by a lifeguard to leave the pool or if needed, remove any person from the pool, for safety or any other reason.
- We reserve the right to close some or all of our pools from time to time for safety reasons.
- For patrons' comfort, children over the age of 6 are not allowed in opposite gender changerooms, please use family change facilities.
- Smoking, spitting or offensive behaviour is not permitted.
- Cameras or mobile phones are not permitted to be used in changerooms. Mobile phones must be left in a person bag while using the change rooms facilities.

3.2. Hygiene Standards

To help keep the pool safe and clean; patrons should adhere to the following:

- You must not use the Centre while suffering from:
 - an infection;
 - a contagious illness, including diarrhea;
 - a physical ailment, such as an open cut or sore; or
 - where there is any other risk, however small, to Centre staff or patrons.
- If you have suffered any gastro like symptoms, please do not use the aquatic facilities for two weeks.
- Shower and wash with soap before swimming.
- Wash your hands with soap after using the toilet or changing a nappy.
- Only change nappies in nappy change areas.
- Avoid swallowing pool water.
- Please notify a staff member immediately if a fecal incident does occur.
- Use the rubbish and sanitary bins provided.

3.3. Child Supervision

Watch around Water

The Centre is an accredited 'Watch around Water' facility endorsed by Life Saving Victoria. The 'Watch around Water' campaign has been developed to ensure every child is adequately supervised while visiting public aquatic facilities. The 'Watch around Water' requirements applies at all pools and interactive water play areas in and around the water.

We reserve the right to refuse entry, or remove from the Centre, where the following Water around Water requirements are not complied with.

Children under five years old

- must be accompanied into the Centre by a responsible parent or guardian over the age of 16 years old;
- must stay within arm's reach of a parent or guardian at all times;
- must be accompanied by a parent or guardian in the water;
- must wear a pink wristband; and
- must have a ratio of one parent or guardian to no more than two children;
- unsupervised children will be removed from the water by staff.

Children between five and ten years old

- must be accompanied into the Centre by a responsible parent or guardian over the age of

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- 16 years old;
- must be constantly and actively supervised by a responsible parent or guardian; where children are within arm's reach, being able to provide immediate help and be ready to enter the water in case of an emergency;
- parents or guardians must position themselves to have a clear view of the child with no physical or structural barriers between them and the child or children;
- must wear a yellow wristband; and
- must have a ratio of one parent or guardian to no more than four children.
- unsupervised children will be removed from the water by staff.

Children aged ten years and older

- parents or guardians are responsible for the care, conduct and supervision of the child or children at all times and must use their knowledge of an individual child's swimming ability and general development to determine the level of accompaniment required;
- it is recommended that children 10 and over not be left at the pool unsupervised and that parents or guardians over the age of 16 years check on their child by physically going where they are in or around the water;
- if a lifeguard is concerned for a child's safety, they will be removed from the water.

Supervision during structured learning and swimming lessons

- For recreational swimming on either side of the lesson, the full Watch Around Water requirements apply.
- A responsible adult must accompany children under 5 into the water if the child is swimming recreationally on either side of their lesson.
- Children under 10 must be actively supervised by the responsible adult if swimming recreationally on either side of their lesson.
- When multiple children are participating in multiple lessons, it is recognised that it is not always practicable for the responsible adult to supervise those children during the lesson time, particularly if their lessons are occurring in different pool spaces. Therefore, responsible adults should aim to split their time between lessons ensuring regular check-in with Swim Instructors
- Responsible adults must refrain from distractions such as phones, other recreational activities and must not leave the Centre.
- Should the child or swim instructors require the responsible adult's assistance, swim instructors should be able to locate and gain their attention immediately.

Non and weak swimmers

- You must identify yourself to a lifeguard before entering the pool if you are a beginner or new swimmer with little experience or is not comfortable in the water.
- Non and weak swimmers should stay in the area of shallow water.
- A weak swimmer is someone with limited swimming ability who struggles to swim confidently or for extended distances. Some key characteristics of a weak swimmer include:
 - unable to swim two pool widths without pausing or stopping;
 - lacks endurance and tires easily while swimming;
 - relies on flotation devices or shallow water to stay afloat;
 - poor technique and form for swimming strokes;
 - difficulty controlling breathing while swimming;
 - inability to tread water for more than a brief period.

3.4. SwimSafe

The Centre is an accredited 'Swim Safe' facility endorsed by Life Saving Victoria. The 'SwimSafe' Campaign aims to significantly reduce drowning deaths in public swimming pools by providing focused water safety guidance and education to people at a greater risk of drowning. Ensure you follow the 5-tips to 'Swim Safe':

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- Read the safety signs.
- Enter feet first.
- Stay within your safe depth.
- Swim with a friend.
- Put your hand up for help.

3.5. Lane swimming

- Keep left at all times.
- Rest along the lane ropes and not along the wall.
- For safe swimming, please respect lane signage and ensure when overtaking other swimmers within the lane, there is no risk of collision from oncoming swimmers.

3.6. Leisure Pool and Interactive Water Play

- Do not aim water at people's faces.
- Do not climb or hang off the slides or play features.
- Please wait your turn, only one person at a time on the slides.

3.7. Wellness Warm Water Pool

- For safety reasons, no lap swimming is permitted in the wellness pool. No freestyle, backstroke, butterfly swimming or other recognisable swimming stroke.
- Please respect those around you, avoid splashing and inconsiderate behaviour.
- Children under 16 years of age are not permitted to access the warm water pool except for participants in aquatic education classes, or where a letter from a medical practitioner has been provided.

3.8. Spa, Sauna and Stream Room

- This area incurs an additional charge, and a wristband must be worn and displayed at all times.
- The spa, sauna and stream are heated environments and if you are concerned that it may adversely affect your health, it is your responsibility to seek medical advice.
- Children under 16 years of age are not permitted in the spa, sauna and steam room.
- Pregnant women are advised not to use the spa, sauna or steam room.
- Do not use under the influence of drugs or alcohol.
- If you are on prescription medication, or have heart problems, high blood pressure or any other medical condition, you should seek medical advice prior to using the spa, sauna or steam room. Please make staff aware of any pre-existing medical conditions.
- You must bring a towel into the area, and it is recommended you sit on a towel while using the sauna and steam room.
- Vandalism, tampering or any damage to the facility equipment or property may result in a fine equal to the value of the repair and restriction of service for offender.

Safe Use

- You must not spend more than 15 minutes at a time in the Spa, Sauna or Steam Rooms and should ensure to adequately hydrate to prevent heat stress.
- Do not put your head under the spa water.
- Patrons must not spend more than 15 minutes at a time in the Spa, Sauna or Steam Rooms and should ensure to adequately hydrate to prevent heat stress
- Do not lie down in the Sauna and Steam Rooms or pour water over the heating unit
- Exercise is not permitted in the Sauna or Steam Rooms.
- The following are not permitted
 - hair or skin treatments, oils or lotions;
 - shaving or skin exfoliation;
 - newspapers or paper products.

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3.9. GESAC Waterslides

- Minimum height of riders must be 110cm and maximum combined weight of the riders should not exceed 180 kilograms.
- Only one ride/raft at a time, no chains are permitted.
- Wait until instructed by staff before entering the slide.
- Each rider is to immediately leave the waterslide pool on discharge from the flume, it is not to be used for swimming purposes.
- Out of the Blue body slide riders must:
 - enter feet first and on their back; and
 - cross their ankles cross their arms across their chest; and
 - be of five years of age or older.
- Rapid Rush (Yellow) slide riders must:
 - be seated on a raft and be facing forward at all times;
 - elbows, knees and feet are kept within the raft at all times;
 - hands keep a firm hold of the raft handles at all times and for the complete ride;
 - lighter riders should ride the front of double rafts with the legs over the front of the nose and heavier riders in the back with their legs on top of the raft under the arms of each side of the person in front; and
 - single riders on a double raft should ride the front section of the raft.

3.10. Inflatables

- Minimum age 6 (unless in a GESAC Program) and maximum age 13.
- Maximum height is 1.6m.
- One participant at a time.
- Users MUST be competent swimmers (Able to swim 10m unassisted in deep water and demonstrate on request, to staff satisfaction).
- GESAC programmed groups will have priority access. Please check with staff for details.
- Await staff instructions before entering the inflatable.
- Do not swim under or next to the inflatable. Keep clear at all times and swim straight to the pool edge after entering the water.

3.11. Dive Pool

- All users must be over 5 years old and be competent swimmers of at least 10m.
- One person per springboard at any time.
- No back flips, front flips or somersaults into the water and no pushing or running on dive tower and springboards.
- Users are allowed a maximum of 2 bounces on springboard before entry into the water.
- All users must wait for Lifeguard approval before pool entry and enter strictly from the springboards.
- All users must proceed to pool ladders and exit immediately after pool entry.
- No loose jewellery, glasses or goggles to be worn whilst diving.

3.12. Splash pad

- Maximum age 13.
- Do not take food into the water play area.
- Do not drink the water or use the fountain to clean hands and feet.

4. Group Fitness

This section (section 4) sets out additional specific rules that apply to group fitness classes in addition to all other rules contained within these rules and our conditions of entry.

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Class Bookings and Cancelling

- Group Fitness class bookings are required and can be made through the Glen Eira Leisure online portal or at reception.
- Member bookings open **46 hours in advance** of the class starting time.
- Casuals can book in person on the day of a class at reception, excluding reformer pilates.
- Attendees must cancel their class booking at least two hours prior to the scheduled start time to help others on the waiting list get a chance to join the class.
- Within reason, if a member is consistently not attending a booked class (without cancelling), they may have their online booking access temporarily removed. Warnings and notice will be given before any action is taken.
- Only one booking per day is allowed for high demand programs such as reformer pilates.
- We reserve the right to change classes and instructors due to operational requirements.
- Participants must be over 14 years of age and over 16 years of age for weight bearing classes.

Class Guidelines:

- If you are pregnant, on prescription medical or have any medical condition or injury, you must seek medical advice and follow the advice of that practitioner prior to participating in a Group Fitness class.
- If you have any concerns about your ability to participate in the class or any medical condition or injury that may impact your ability to participate in the class, you must communicate this with the instructor prior to the commencement of the class.
- Please arrive at least 5 minutes prior to your class. Entry to group fitness classes will not be granted after the commencement of the class.
- Vacant spots in the class will be given to waitlisted participants at the commencement of the class.
- Sanitised wipes or paper towel must be used to wipe down equipment after use.
- We recommend you bring a water bottle to stay hydrated and sweat towel.
- Have your membership identification on you at all times.
- Wear appropriate footwear and clothing.
- For the comfort of other patrons please ensure personal hygiene is maintained.
- Do not drop weights and use collars.
- Stack all of your equipment in designated areas after your class.
- Do not drag spinning bikes into place and be mindful of the flooring. Do not use any equipment identified as being broken or out of order. Report any broken or damaged equipment to a staff member.
- Follow directions the direction of the instructor of the class at all times. Behaviour or conduct that may impact on the safety or enjoyment of other participants will not be tolerated, and we may ask you to leave.

5. Health Club

This section (section 5) sets out additional specific rules that apply to the Health Club in addition to all other rules contained within these rules and our conditions of entry.

- Children aged under 14 years are not permitted in the Health Club.
- If you are pregnant, on prescription medical or have any medical condition or injury, you must seek medical advice and follow the advice of that practitioner prior to using the Health Club.
- Sanitised wipes must be used to wipe down equipment after use.
- Bring a water bottle and sweat towel at all times.
- Replace weights and put away equipment after use.
- Have your membership ID on you at all times.
- For the comfort of other patrons, please ensure personal hygiene is maintained.
- Do not drop weights and use safety collars at all times.
- Ask a Gym Instructor if you are unsure how to use equipment.

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- Allow others to use equipment between sets.
- Limit your time to 30 minutes on each cardio equipment during peak times.
- Do not engage in anti-social behaviour including, but not limited to, swearing, excessive grunting, or aggressive behaviour.
- Press STOP on treadmills when finished and check they are not moving before starting.
- Use lockers for personal items not the gym floor.
- Appropriate activewear and appropriate enclosed footwear are to be worn at all times.
 - Inappropriate footwear includes, and is not limited to, flip flops, slides, ugg boots, birkenstocks, work boots and barefoot.
 - Inappropriate clothing includes, and is not limited to, denim/cargo, clothing with rivets and business attire.

6. Stadium

This section (section 6) sets out additional specific rules that apply to at our Stadium in addition to all other rules contained within these rules and our conditions of entry.

- Children aged 10 and under must be accompanied into the stadium area by a parent or guardian aged 16 or over and be adequately supervised while in the stadium at all times;
- Non-marking sports specific shoes must be worn by participants using the stadium.
- No food is allowed in the stadium.
- All rubbish is to be disposed of appropriately in the bins provided.
- Management reserves the right to remove or ban individuals or teams from competition for behavioural or financial misconduct.
- This area incurs an additional charge for casual users, and a wristband must be worn and displayed at all times.

7. Locker Rooms and Personal Items

- Bags and other personal belongings are not to be left unattended, we will not be responsible for any loss or damage to your property that occurs.
- Subject to availability, lockers are available for your use for temporary storage of personal items while you make use of the Centre.
- While care is taken to safeguard locker contents, we request that all patrons do not bring valuable items into the facilities.
- If you do bring valuables into the Centre, you must store them in a locker at your own risk. We are not responsible if someone breaks into your locker and takes your personal belongings. We will not be liable for any loss, damage or theft of personal belongings placed in the lockers.
- You must remove all personal items from the locker at the end of your visit, any items remaining in lockers at the end of the day will be treated as lost property.
- Glen Eira Leisure accepts no responsibility for any lost property.
- Items such as clothing (including shoes), bathers, towels, fins, noodles, goggles are stored for 7 days and are periodically donated to local charity.
- Valuable items including wallet, driver's license, money, phone, iPad, jewellery are held by reception for a period of 28 days then taken to police station.

8. Risks and Liability

- You must take reasonable care for your own safety and the safety of any children in your care. We will follow our procedures in the event of any accident or incident. If this requires us to call for medical assistance, including an ambulance, you will be responsible for all associated costs.
- Subject to any consumer guarantees you have under Part 3–2 of the Australian Consumer Law, we give you no warranty or assurance that use of the Centre or participation in any program might reasonably be expected to achieve any result that you may intend, whether that result is made known to us or not.
- There are risks that arise from the Centre, your use of the Centre, your participation in any program and your presence at the Centre. You enter the Centre at your own risk. Subject to any rights you may have under law, Council and any of our officers, employees, contractors

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and agents are not liable to you for any loss, damage, claim or expense (loss) whatsoever suffered or that may be suffered by you, including but not limited to property loss or damage, personal injury and death, as a result of or in connection with the use of the Centre or your attendance at the Centre.

- You will indemnify and keep Council indemnified for and against all damages, action, suits, claims, costs and demands, which may be made or recovered against Council by any person whatsoever in respect of any loss, injury (including death) or damage sustained whilst in or upon the Centre premises.

9. Membership

- Membership access is not transferrable. E.g. Membership access is personal to you and cannot be transferred or assigned, except as the law otherwise allows
- Member photos are required for identifying members whilst using Glen Eira Leisure facilities.
- Membership cards or bands remain the property of Glen Eira Leisure. The band or card must be always kept with the member while attending Glen Eira Leisure.
- There are additional terms and conditions for membership which can be located on Glen Eira Leisure's website.

10. Refusal of Entry and Removal of Patrons

- We reserve the right to refuse entry or remove patrons that do not comply with these rules, our conditions of entry, Glen Eira City Council Community Local Law, laws and regulations or fails to follow the instructions of our staff.
- Any refunds for services will be at the discretion of management.
- We reserve the right to refuse entry to an area or the Centre where it would exceed the maximum capacity of the Centre or area.
- Any illegal behaviour at the Centre will be reported to the police.
- A failure to comply with our rules, conditions of entry, staff instructions, local law, law or regulations that constitutes misconduct or serious misconduct, may result in an outcome determined by management such as issuing a warning, removal from the Centre, a restriction on accessing our Centre and other facilities and/or suspension of membership.

11. Emergency Evacuation

- You must follow the instructions of Centre staff and emergency signage in the event of an emergency.

12. Carpark Rules and Conditions

- You enter the Centre car park for the purpose of your use, or the use of any purpose associated with you, of the Centre.
- You and any person under your care must take notice of the warnings, obey the rules and follow the instructions on signs placed around the car park.
- You must comply with the *Road Safety Road Rules 2017* of Victoria and all other relevant legislation, which will be enforced by officers of Glen Eira City Council. Infringement notices will be issued for breach of the road rules.
- You are responsible for your vehicle, its accessories or contents within your vehicle, whether your vehicle is attended or unattended. While you are away from your vehicle, property within the vehicle should be stored out of sight and your vehicle must be locked.
- To the full extent permitted by law:
 - You use and are present at the car park at your sole and absolute risk. We accept no responsibility or liability for the loss of or damage to any vehicle or for the loss of or damage to anything attached to or within the vehicle or for any injury or death to any person howsoever such loss, damage, injury or death is caused, including the authorised removal of the vehicle or anything attached to or within it.
 - To the full extent permitted by law, you release and discharge us from all liabilities and

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- claims arising out of, in connection with, or incidental to your use or presence at the car park.
- You will pay to us any loss and damage that we sustain as a direct or indirect consequence of your use of presence at the car park or your breach of any of these rules and conditions.

13. Privacy and Consent

We are committed to protecting your privacy. When you use our Center, you may be asked to provide personal information for the purpose of us providing you with a service or conducting an activity, for instance; if you wish to become a member, book group fitness classes or for any other service or activity we may offer such as entering a competition. When we ask you to provide personal information, including health information, we will only do so where necessary for the purpose of providing you with the service or activity. We will only use, disclose or deal with your information in accordance with our privacy policy, health records policy and legislative obligations.

You can obtain a copy of our Privacy Policy and/or Health Records Policy:

from the web:

Privacy Policy <https://www.geleisure.com.au/media/12128/privacy-policy-060318.pdf>

Health Records Policy <https://www.gleneira.vic.gov.au/media/3328/health-records-policy.pdf>

by email: info@geleisure.com.au or

by post: Privacy officer, PO Box 42, Caulfield South VIC 3162