

VALENTINE HYDROTHERAPY POOLS Inc.

TERMS & CONDITIONS AND GERNERAL INFORMATION

PRIVACY POLICY

1. All customer information collected by VHPI will be handled in the strictest of confidence. Your information will only be used for the purpose for which it was disclosed.
2. VHPI will not disclose personal information to a third party for any reason unless authorised by that person.

COMMUNICATION

3. Promotional material and urgent notices will be posted on Facebook – Valentine Hydrotherapy Pools and Valentine Swim School.

SUPERVISION OF CHILDREN UNDER 15

4. Please supervise your children whilst using the pools in our Centre including the change rooms and carpark.
5. The Royal Life Saving Aust. “Keep Watch” rules apply.
 - a. 0–5-year-olds; non swimmers – must stay within arm’s reach of the parent and parents must remain in the water at all times. Yellow wrist bands will be provided at reception for all under 5 ‘Free play’ users.
 - b. 6–10-year-olds; weak swimmers – parents must be close; be prepared; maintain constant visual contact.
 - c. 11–14 year olds – parents must maintain visual contact.
6. Lifeguards are an important safety requirement, they cannot and do not replace the close supervision of a parent or guardian.
7. Children may swim only in the allocated public lane/ lanes of the 25m pool.
8. Children under the age of 15, other than staff, cannot enter the premises without ongoing adult supervision.

CHANGE ROOMS

9. Change room facilities are provided for the comfort of all members. Please keep them tidy. If you find the change rooms to be untidy, please advise the lifeguard on duty.
10. Use the designated change rooms to get changed, not toilets, on the pool deck or reception area.
11. School age children are to change in the same sex (as the child) change room or the family change room only.
12. Disabled/unisex/family change rooms are available for use. Please be considerate to waiting families.
13. Nappy disposal bins are provided in the change room areas. Please do not use other bins for nappy disposal.

SAFETY

14. No running within the Swim centre.
15. Exercise caution when walking in wet areas.
16. If you have an open wound, it is advisable for you not to enter the pool, for your safety and others, unless a medically approved waterproof dressing is applied.

SHOWERING AND WATER USAGE

17. Be mindful of your water usage when showering at VHPI. Conserve water and energy by showering quickly.

LOST PROPERTY

18. VHPI does not accept responsibility for lost property however we will retain ‘forgotten’ items until the end of term. After this time, all unclaimed items will be given to charity.

HOUSEKEEPING

19. No glassware to be brought into the swim Centre.
20. No bikes, skateboards, scooters are to be ridden in the swim centre.
21. No balls or ball sports within the swim centre.
22. No pets are permitted in the swim centre. This rule does not apply to Seeing Eye (Guide) dogs or Assistance dogs.
23. No alcohol or drugs or persons suspected to be under the influence of drugs or alcohol are permitted on the premises.
24. We take pride in presenting a clean, hygienic and tidy facility. When visiting us please ensure you keep your sitting area tidy and free of rubbish. Rubbish bins have been provided throughout the swim centre.

SECURITY CAMERAS LOCATED THROUGHOUT FACILITY

25. To ensure we are providing a safe environment for our staff, members and visitors, several security cameras are located throughout the facility.
26. Cameras are monitored daily, and footage accessed by authorised staff Car Park.
27. Be alert and always drive slowly and obey the road signs including the 10km speed limit.
28. Park in designated car spaces only.
29. If any parking incident occurs, please report to the canteen/reception immediately.
30. We have many children visiting our facility daily and ask that you take special care when accessing the car park.
31. Please take note of 'no parking' zones, disabled parking in addition to safety cones and bollards

MOBILE PHONE, VIDEO AND PHOTOGRAPHY

32. Under no circumstances are cameras, video cameras or mobile phones to be used in change room areas.
33. If you wish to video/photograph your child during their lesson, approval from the lifeguard supervisor and the swim instructor must be given.
34. This measure is in place to ensure the privacy and safety of all members. It is illegal to broadcast or publish images without consent.