

Conditions of Entry

1. Welcome

Warami – “it’s good to see you.” Welcome to City of Parramatta.

The following conditions of entry apply to all patrons attending PAC, including public, visitors, contractors, and staff. These Conditions of Entry should be read in conjunction with the Conditions of Use for any service provided from within PAC (available on our website). Programs, events, and activities at PAC may have specific additional conditions of entry, depending on the nature of the actual program, event, or activity. These requirements will be clearly detailed through ticketing transactions, membership or venue hire agreements.

2. General Conditions of Entry

- (a) City of Parramatta Council (**Council**) reserves the right to inspect the belongings of all patrons who enter the facility.
- (b) Council staff may request a person to provide their drivers licence or government issued identification document to verify your identity. We will respect cultural differences and medical conditions in verifying a person's identity, but we reserve the right to either refuse entry or remove anyone whose identity cannot be established
- (c) Any person who attempts to remain in the facility or re-enter after being asked to leave will be immediately reported to the police.
- (d) Smoking, the use of vapes, e-cigarettes, water pipes or similar is not permitted in this facility or within 10 metres of the facility; this includes all outdoor areas and on site carparking.
- (e) Bags and other personal belongings must not be left unattended.
- (f) Strollers and prams are required to be stored in an area designated by staff.
- (g) For the safety and security of all patrons, closed circuit television cameras are in use in the facility. Any person entering the facility 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.
- (h) Patrons must not engage in unauthorised promotional, charity or commercial activities in the facility or on the facility grounds without consent of Council.
- (i) Patrons must comply with any Public Health Order and Restrictions imposed by the State of New South Wales or Federal Government.
- (j) All patrons and visitors to the facility are required to swipe their access cards to gain entry to the facility
- (k) For Casual and Prepaid visitors, “Pass out” passes for aquatics will be issued for patrons to leave the facility for a maximum period of 10 minutes. Patrons will be required to pay the applicable entry fee if they do not re-enter the facility within this period.
- (l) Bikes are not permitted within the facility. Bike racks are available at the front entrance. You will require your own lock. Council is not responsible for any damage to bikes when utilising bike racks.
- (m) Pets or animals are not permitted in the facility except for registered guide/ companion dogs.
- (n) The facility reserves the right to alter its conditions of entry at its sole discretion.

Opening Hours

- (a) The facility’s opening hours are published on Council’s [website](#) and available on the customer portal.
- (b) Council reserves the right to vary, add or eliminate from time to time the opening hours or scheduled hours of any of the facilities, classes, or services. Patrons should check all timetables and member information for changes on our website.

Food and Alcohol

- (a) Commercially prepared food and food delivery services are not permitted within the facility unless previously approved by management.
- (b) Alcohol must not be brought onto the facility unless it is to be sold or served by an approved catering supplier and has been approved by Council as part of a formal booking/hire arrangement.
- (c) The consumption of food and refreshments are permitted on premises on the proviso that patrons dispose of their rubbish in the designated bins and respect others around them. We do not permit food and drink to be consumed in the gym areas except for water, shakes and sports drinks.

- (d) Personal food deliveries from external agents are not permitted inside the facility. Patrons are responsible for collecting these outside of the facility entry. Facility staff will not accept deliveries on behalf of patrons in any circumstances.
- (e) Patrons may bring homemade food items to the facility provided it is packed and disposed of appropriately.
- (f) Any cooking and warming appliances or equipment used for the preparation of food will not be permitted in the facility.

Photography & Filming

- (a) You may be required to have your photo taken and supply personal details when accessing the facility for identification purposes.
- (b) The use of cameras and mobile phones for the purpose of taking photos and videos are not permitted in change rooms.
- (c) Any use of commercial photography, audio or video equipment must be authorised by management.
- (d) Patrons are asked to respect the privacy of others when videoing or photographing their family members or friends.
- (e) For the safety and security of all patrons and staff, closed circuit television cameras (CCTV) are in use in the facility. Any person entering the facility 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 videos and images are the sole property of Council.
- (f) Patrons are not permitted to take photographs of other patrons without their consent.

Unavailability of Facility, Services or Programs

- (a) On occasion some facilities and/or services or programs may not be available due to, prior booking, mechanical breakdown and repair, cleaning, fire, and weather (but not limited to).
- (b) For safety reasons during severe weather events, outdoor facilities may be closed at short notice. During these times patrons must follow the directions provided by Council staff and exit the outdoor pool immediately.

Refusal of Entry and Removal of Patrons

- (a) Council reserves the right to refuse entry or remove patrons that:
 - (i) Appear to be under the influence of alcohol or drugs
 - (ii) Attempt to gain entry to the facility without completing the require entry process
 - (iii) Displaying abusive, disruptive, or offensive behaviour towards patrons or staff
 - (iv) Are deemed to be conducting illegal activity
 - (v) Do not follow the instructions of facility staff
 - (vi) Conducting commercial activities without prior approval of facility management
 - (vii) Wearing, displaying, or otherwise distributing inappropriate, offensive images, logos or materials
 - (viii) Exceeds the maximum facility capacity or maximum capacity of an area of the facility; and
 - (ix) Attempt to enter the facility with any item that has the potential to cause injury or public nuisance (e.g., sharp objects, glass, large inflatable floatation devices, banners, shopping trolleys, oversized bags etc.)
- (b) Offenders may be subject to a "Ban Notice" for a period up to 12 months if found to have breached any of the conditions of entry to the facility.
- (c) Any illegal acts in the facility will be immediately reported to the police.

Emergency Evacuation

- (a) In the event of an emergency, patrons must follow the instruction of facility staff and emergency signage provided.
- (b) Move safely to the assigned exit using the emergency exit signage and remain in the Emergency Assembly Area until advised by facility staff it is safe to leave.
- (c) Children that are in facility programs remain the responsibility of the program staff and will be moved as a group to the Emergency Assembly Area.
- (d) Parents and carers of program participants are welcome to join their child's evacuation group if it is safe to do so. Do not remove your child from their evacuation group until approval has been given by the Chief Warden.

Use of Pool Access Equipment

- (a) The use of pool access equipment such as wheelchairs and hydraulic hoists is subject to availability and may require waiting for staff assistance

Showers, Change Rooms, and Bathroom Use

- (b) Do not stand on or "squat" on toilet seats; toilet seats should be used when seated only
- (c) The use of showers is limited to 3 minutes.
- (d) Patrons must use the rubbish bins and sanitary bins provided.
- (e) The use of mobile phones and cameras is not permitted in the change room facilities. All mobile phones and cameras must be left in a person's bag whilst using the change room facilities.
- (f) "Deck Showers" located throughout the facility must be used to shower before and after using the pools.
- (g) Patrons must not use the pool deck to remove or change their swimwear. Please move to the "Change Village" or Change Rooms to remove swimwear.
- (h) Patrons must not use soap or shampoo in the designated deck shower area.

Lockers

- (i) The use of lockers is subject to availability and is managed on a first come, first served basis.
- (j) No responsibility is taken for items secured within the facility lockers. Council will not be held liable for any loss, damage or theft of belongings placed in the lockers or brought onto the facility.
- (k) All lockers will be opened and emptied at the end of each day. Items remaining in the lockers will be treated as lost property.
- (l) Patrons that are unable to access their locker must follow the direction of staff to gain access.

Lost Property

- (a) Council accepts no responsibility for lost or stolen belongings. Owners of labelled items, or those containing identification will be contacted by Council as soon as practicable.
- (b) Extremely low value or perishable items (such as food) items, drink bottles, underwear, hygiene products are disposed of immediately or at the end of each day.
- (c) Items worth less than \$100, with no perceived sentimental value, are retained for one month.
- (d) Items with sentimental value (e.g., photographs, jewellery, religious items, and autographed items) are retained for three months.
- (e) Items worth \$100 or more (e.g., laptops, mobile phones, wallets, or handbags) are retained for three months.
- (f) Any unclaimed items will be donated to charity.
- (g) An authorised person can claim an item of lost property on behalf of the owner. The authorised person must provide Council with:
 - (i) personal identification
 - (ii) copies of the owner's identification and/or proof of ownership
 - (iii) an authority to release statement from the owner (e.g., an email, letter, or an image on a digital device);
- (h) Parents collecting items on behalf of children under the age of 18 only require their personal identification.

Restricted & Prohibited Items

- (i) The following items are not permitted to be brought into the facility:
 - (i) Alcoholic beverages or illicit drugs or personal smoking pipes
 - (ii) Flares, fireworks, explosives, or smoke bombs
 - (iii) Laser pointers
 - (iv) Knives, glass, or other dangerous objects
 - (v) Cameras and recording devices for commercial purposes including tripods subject to approval Council
 - (vi) Oversized banners and flags. Specific conditions may apply for some events regarding the entry of flagpoles, flags, and banners
 - (vii) Whistles, sirens, and horns. Specific conditions may apply for some events regarding the entry of whistles, drums and horns
 - (viii) Streamers, confetti, helium balloons, crepe paper or shredded paper.
 - (ix) Scooters, roller skates, skateboards, hoverboards, bicycles including e-bikes and e-scooters

- (x) Any bag, container, or item of dimensions greater than 35cm in height, 20cm in width and 30cm in length (that is, items too large to be stored under a single seat).
- (xi) For safety reasons, large personal floatation devices and “Mermaid Fins/Tails” are not permitted within the pools
- (j) This list of Prohibited Items is subject to change without notice, based on specific event requirements and at the discretion of Council.

Spectators

- (a) Patrons entering the facility as spectators are not permitted to use any of the Aquatic or Gym Facilities or participate in programs.
- (b) Spectator entry does not qualify for free parking in the Facility.

Contractors

- (c) Only authorised and site inducted contractors and their staff are permitted to work on the facility
- (d) All contractors are required to report to the Reception Desk and sign in on arrival.

Child Supervision and Protection

- (e) The operations of Council’s aquatic facilities are intended to promote and safeguard the safety, welfare and wellbeing of children and young people. All members and guests must behave accordingly.
- (f) Children 14 years and under must be directly supervised by a responsible adult (18 years of age or older). Council reserves the right to contact parents or carers of any child under 16 years for whom there are concerns or to notify the appropriate agency.
- (g) Staff should immediately be notified if a person has any concerns about the welfare or safety of a child or young person as per the NSW Office of Children’s Guardian Child Safe standards.

Creche

- (a) The use of the Creche is for members only and is subject to additional [terms and conditions](#).

Data Retention & Privacy

- (a) Any personal information collected by Council is in accordance with the *Privacy and Personal Information Protection Act 1998* (NSW). The intended recipients of the personal information are:
 - (i) Officers within the Council
 - (ii) Data service providers engaged by the Council from time to time; and
 - (iii) Any other agent of the Council.
- (b) The supply of the information by a person is voluntary but may impact upon whether they are granted entry to the facility. If a person cannot provide or do not wish to provide the information sought, the Council may be unable to process an application to enter the facility. Once collected by Council, the information can be accessed and may also be available to third parties in accordance with Council’s Access to Information Policy and Privacy Management Plan. Council collects personal information to keep records of patrons attending Council’s facilities and to help to maintain the safety of patrons at the facilities.
- (c) An application for access or amendment to information held by Council may be made. A person may also request that Council suppress their personal information from a Public Register. Council will consider any such application in accordance with the *Privacy and Personal Information Protection Act 1998* (NSW). Council is to be regarded as the agency that holds the information. Enquiries concerning this matter can be addressed to the Privacy Contact Officer on (02) 9806 5235. Council’s offices are located at 126 Church Street, Parramatta, NSW, 2150.

Indemnity

- (a) Patrons and Contractors will indemnify and keep the Council indemnified for and against all damages, action, suits, claims, costs and demands, which may be made or recovered against the Council by any person whatsoever in respect of any loss, injury (including death) or damage sustained whilst in or upon the Council’s premises except to the extent that such loss, injury or damage is caused by the negligence of Council, its servants and agents.

Release

- (a) A person enters the facility at their own risk and accept that management; its employees, contractors, agents, and Council will not be liable for any injuries (including death) or damage sustained while in or upon Council’s

premises except to the extent that such loss, injury or damage is caused by the negligence of Council's servants and agents

3. Aquatic Conditions of Entry

General Pool Use

- (a) Patrons must follow Council staff direction with regards to the use of the pool at all time. People not abiding by the conditions or directions will be refused entry or asked to leave the facility and no refunds will be issued.
- (b) For hygiene reasons, all patrons must shower before using pools. Use the "Deck Showers" located around the indoor and outdoor pool areas.
- (c) Appropriate swimwear must always be worn. Jeans, t-shirts, tights and other "clothing items" etc. are not acceptable.
- (d) Topless sunbathing, nudity and changing in public spaces will not be permitted.
- (e) Staff must be notified of any faecal incident. In the event of contamination, the pools may be evacuated and closed in accordance with the relevant NSW Guidelines for Public Swimming Pools and Spa Pools.
- (f) Staff reserve the right to close any pool to additional patrons when it reaches capacity as per the Royal Life Saving Guidelines.
- (g) No gum, glass, ceramics, sharps or food of any kind are allowed within the pool areas.
- (h) Do not use the pools if you are suffering from any type of skin sores, infections, or illness including common colds and flu or diarrhoea.
- (i) Pushing, running, jumping, back flips, bombing, ball games or rough play are prohibited.
- (j) Diving is not permitted in any indoor pool space or in the shallow end of the outdoor 50m pool.
- (k) At all times when using swim lanes patrons must keep to the left side of the lane. When overtaking other swimmers within the lane, patrons must ensure that there is no risk of collision from oncoming swimmers.
- (l) Do not drink the water in any of the facility's pools.
- (m) Do not climb on waterplay equipment.
- (n) Lane space will be allocated and managed according to demand; Council staff will monitor and may adjust lane space at short notice.
- (o) Patrons must vacate pools, spa, steam, or sauna areas 15 minutes prior to advertised closing times.

Children in the Pool

- (a) Parental supervision is always required
- (b) Parents and Guardians must ensure that children 5 years and under are always within arm's reach of an adult in accordance with the Royal Life Saving's Keep Watch Policy.
- (c) Children aged 14 years or under must be always under the direct supervision of a responsible adult (18 years of age or older).
- (d) Council reserves the right to contact parents or carers of any child under 16 years for whom there are concerns or to notify the appropriate agency.
- (e) Patrons are asked to "toilet" all children 5 years and under who are in their care prior to allowing them to enter the pools.
- (f) Non-toilet trained swimmers must wear facility approved "swim nappies" whilst in the water at all times; this includes during Learn to Swim programs.

Personal Floatation and Recreation Devices

- (a) Small inflatable swim aids for children are permitted e.g., arm bands and child swim rings in the facility.
- (b) All other Personal floatation devices are not permitted in the pools e.g. large inflatable animals, rafts and boats
- (c) The use of items such as "Mermaid fins" and "Mermaid tails" is not permitted.

Spa, Sauna, and Steam Room Use

- (a) Additional charges for the use of the Spa, Sauna and Steam room apply.
- (b) Patrons must be 18 years or over to use the spa, steam, or sauna areas.
- (c) Patrons using the spa, steam or sauna area must purchase a wrist band from front reception, wrist bands must be always worn when using this area. Use of these facilities is not included in the general aquatic entry fee.

- (d) Patrons using the pool, spa, steam, or sauna area must wear the appropriate swimwear.
- (e) Do not use spa, steam, or sauna area under the influence of drugs or alcohol. The spa, steam and sauna rooms are heated environments and if you are concerned that it may adversely affect you, it is your responsibility to seek medical advice prior to the use of the spa, steam, or sauna areas. Patrons with heart problems, high blood pressure or any adverse medical condition should seek medical advice prior to using the spa, steam, or sauna areas.
- (f) The spa, steam or sauna areas are not recommended for pregnant patrons.
- (g) It is recommended that patrons do not use the spa, steam, or sauna areas for longer than 15 minutes in each area at a time. The maximum booking for this area is 30 minutes.
- (h) Maximum of 15 people are able to use Steam and Sauna Rooms at any one time.
- (i) No oils, lotions or shampoos are to be used in the spa, steam, or sauna areas.
- (j) No shaving or skin exfoliation is to take place in the spa, steam, or sauna areas.
- (k) No diving into the spa.
- (l) Never put your head under water in the spa.
- (m) Always use a towel when sitting on the seats in the steam and sauna rooms.
- (n) The spa, steam, or sauna areas can close without notice for cleaning.
- (o) Patrons cannot access spa, sauna, and steam area if supervising children under 16 years in other areas of the facility.
- (p) Patrons should respect other patron's personal space when using these facilities.
- (q) Any inappropriate behaviour is not tolerated, and you may be asked to leave the facility and police may be notified.

Council Inflatable Obstacle Course Rules

- (a) Children wanting to use the obstacle course must be aged between 6-14 years of age and successfully complete a swim test in the presence of aquatic staff.
- (b) Once successfully completing the swim test you will be issued a wristband, this wristband must be worn for the duration of your visit, lost wristbands may require you to be re-tested.
- (c) Use of the inflatables for rough or dangerous play is prohibited.
- (d) Lifeguard instructions must always be followed, not following instructions may result in stopping access to the inflatable without refund.
- (e) Wait in line for your turn. One person at a time allowed on inflatable.
- (f) No running, pushing, jumping, flipping, or fighting on or in the inflatable area.
- (g) You must always exit the inflatable feet first. You must not dive or bomb off the inflatable.
- (h) Always keep clear of the side of the inflatable whilst in the water to avoid colliding with patrons using the slide.
- (i) You must exit the water immediately at the end of your inflatable run. If you fall off, move quickly to the edge of the pool, and re-join the queue for your next turn.
- (j) Never swim underneath the inflatable.

4. Health & Wellness Conditions of Entry

- (a) All patrons must be 16 years of age to be permitted access to the Health and Wellness Facility or to become a member unless in an approved program.
- (b) All patrons must workout with a towel and wipe down equipment after use.
- (c) All patrons must report any damage or breakage to equipment/furnishings as soon as detected to a City of Parramatta Council staff member.
- (d) Patrons must return weights and equipment to their place of storage after use
- (e) If unsure about how to correctly use a piece of exercise equipment participants should always ask a PAC Staff member for assistance prior to using.
- (f) Personal Training, Exercise Physiology and Allied Health services are available as an additional service. Only facility approved providers may be used to instruct or provide guidance in the Wellness Facility and Pool areas.
- (g) Unauthorised use of non-facility employed staff is not permitted including but not limited to personal trainers, swim coaches/instructors, Exercise Physiologists and physiotherapists and may result in cancellation of membership and/or ongoing access to the facility.

- (h) Fully enclosed sports shoes, t-shirt or singlet and appropriate pants or shorts must be always worn in gym areas. Work clothes, boots, sandals, or thongs are not to be worn while in the gym areas. The only exception to this is that open toe shoes permitted when entering and leaving Pilates and yoga classes.
- (i) Any equipment that has been identified as being broken or out of order and has been labelled as such via signage must not be used.
- (j) Group Fitness rooms are available for training outside of organised classes and prebooked events. However, when a class has commenced, or an instructor is setting up for a class patrons must leave the room unless participating in the class and all equipment used should be returned to its storage area

5. Group Fitness Programs

General

- (a) At all times Group Fitness participants must follow the direction of the Instructor taking the class.
- (b) When waiting to participate in classes, participants are required to remain outside of the Group Exercise rooms until the completion of the previous class.
- (c) For safety reasons no entry will be permitted into group fitness classes later than 5 minutes after the commencement of the class.
- (d) Equipment and/or physical position in any class cannot be reserved
- (e) If participants must leave the class prior to its completion, they are asked to do so quietly and without negatively impacting on other patrons.
- (f) Group Fitness Participants must communicate with the Group Exercise Instructor prior to the class commencing if they have any concerns about their ability to participate in the class or any medical condition or injury that may affect their ability to participate
- (g) While the facility will endeavour to ensure classes commence on time, due to unforeseen circumstances when classes do not commence on time, classes will still need to finish on time to ensure the following class start time is not affected.
- (h) Any behaviour during the class that may impact on the safety and enjoyment of other participants will not be tolerated and you will be asked to leave the class. Repeated behaviour of this kind will result in your membership being terminated.
- (i) Group exercise equipment must not be accessed unless authorised by a facility staff member
- (j) Participants must always report any damaged or broken equipment to their Instructor or a PAC staff member as soon as they are aware of it.
- (k) Room conditions will be determined by the Instructor or PAC Staff member. Participants are not permitted to adjust lighting, fans, air conditioning or music levels or move equipment at any time.
- (l) If unsure about using a piece of exercise equipment participants should always ask their Group Exercise Instructor or PAC Staff member for assistance prior to using.

Timetable and Bookings

- (a) Bookings for classes must be made in advance through the customer portal. Class bookings can be made from 25 hours prior to the class commencing.
- (b) The Group Fitness Timetable may change due to demand and season. PAC will provide two weeks' notice for any class changes via the customer portal.
- (c) On occasion, Group Exercise programs including Aqua may be relocated to another area of the facility, an alternative class may be offered or cancelled. Notice will be provided to patrons via our customer portal and social media.
- (d) The facility cannot always guarantee the availability of instructors so on occasion the instructor taking the class may differ to what was advertised.
- (e) When participating in a group Exercise or Aquarobics class there is no guarantee that you will be in the same physical location in the group exercise room or pool or on the same piece of equipment that you have previously utilised.
- (f) Any injury occurring while participating in a Group Exercise Class must be reported at the time of the injury occurring.

Booking Cancellations and Transfers

- (g) If you need to cancel a class, you must cancel 60 minutes prior to the class time through our customer portal.

- (h) Classes advertised as being outdoors will be subject to weather conditions and will be cancelled or moved indoors at Council's discretion.
- (i) Council reserves the right to cancel or change classes and instructors due to operational requirements.

6. Personal Training and Allied Health Services

- (a) As a Personal Training ("PT") or Allied Health customer you are entitled to one on one or small group instruction with a qualified PT for the duration of time and number of sessions purchased.
- (b) It is recommended to confirm the date and time of your next session with your trainer at the end of each session.
- (c) Make every effort to arrive on time ready to start your session. If you arrive late, the session must still finish on time as your trainer will have other clients booked in after your session.
- (d) All new PT and Allied Health clients are required to complete a Pre-Exercise Questionnaire during their first session to establish their current health status prior to participating in an exercise program. Where answers to questions indicate that you may be at risk, we will request that you receive clearance from a medical practitioner prior to starting your sessions and engaging in any physical activity that may be detrimental to your health, safety, or physical condition.
- (e) Council strongly recommends that all patrons seek medical advice prior to starting an exercise program should they have any concerns about their health.
- (f) It is your responsibility to advise us of any changes to your health status that may alter your ability to perform your prescribed exercise program.
- (g) While the facility will try to ensure that you are able to book in with the trainer of your choice, the facility cannot always guarantee the availability of trainers.
- (h) If the Trainer of your choice is not available, it will not override the expiry of 12 months from the purchase date.

6.1 Booking Cancellations and Transfers

- (a) All pre-paid sessions must be used within a twelve month period from the date of purchase.
- (b) If you are unable to make a session or need to reschedule your time, you must contact your trainer through the customer portal giving at least 24 hours' notice. If less than 24 hours' notice is given you will be charged for the session. All cancellations for PT need to be made through the customer portal.
- (c) If we must alter the time of your training session, we will give 24 hours' notice and reschedule that session at a time suitable to both parties.
- (d) PT and Allied Health sessions are non-refundable.
- (e) You must cancel your PT or Allied Health session giving 24 hours' notice if suffering from any infections, virus, or contagious illness or disease. We reserve the right to cancel or discontinue a session if we feel that starting or continuing the session may be detrimental to your health, safety, comfort, or physical condition

7. Car Parking Access

- (a) A limited number of parking spaces are available on site at the facility. Overflow parking is at [Justice Precinct Parramatta Car Park - Google Maps](#)
- (b) Facility entry fees and Membership Fees will detail the free parking eligibility and duration where applicable. Additional fees are payable for extended stays or additional vehicles.
- (c) Parking is subject to availability and cannot be guaranteed
- (d) Use of the Carparks is subject to [Council's Conditions of Entry](#).

Last updated: April 2023