GOLD COAST PERFORMANCE CENTRE USER MANUAL: AQUATICS CENTRE BOOKINGS

Venue: Gold Coast Performance Centre (GCPC) – Aquatics Centre (50m and 20m pool, recovery pools)
Business: GCPC / Runaway Bay Sports and Leadership Excellence Centre (RBSLEC)
Street Address: 1 Sports Drive, Runaway Bay 4210
Phone: (07) 5500 9988
Facility Bookings Email: gcpc.bookings@sport.qld.gov.au
Duty Manager Contact: 0416 009 985

A GCPC staff member (Duty Manager) will be on duty whenever the Aquatics Centre is booked for training sessions and/or events. Any problems should be reported to the staff member on duty. The GCPC staff member (Duty Manager) will touch base with the main contact prior to each booking and meet with the main contact on arrival. Please report any problems immediately to the GCPC staff member on duty by calling the Duty Manager Contact number listed above.

1. Users Group

This group is made up of GCPC representatives that meet regularly through the year and involves selected frequent user groups or contracted businesses for learn to swim or squad trainings operating from the GCPC. The role of the group is to attend to routine management and maintenance issues of the facility. Please contact GCPC regarding any feedback about the GCPC Aquatics Centre.

2. Care of Facility

*The following items are **prohibited** in the Aquatics Centre:*

- No smoking Cigarettes, cigars and pipes
- No animals
- No food or drink on the pool deck (water excepted)
- No chewing gum or lollies
- No spitting or littering
- No glass containers or bottles
- No standing, swinging on or climbing gates and fences
- Hard aquatics equipment (example: diving weights, oxygen tanks) are strictly prohibited

The following usage guidelines must be adhered to:

- Children under the age of **12 years** must be actively supervised by a responsible adult 18 years or older at all times
- Children under the age of 5 years must be actively supervised and always within arm's reach of a responsible adult 18 years or older at all times
- No running
- No diving *
- No bottles or glassware on premises
- No bombing or somersaults
- No littering
- No pushing or dunking
- Do not leave valuables unattended
- No course or offensive language
- No alcohol
- No hanging on the lane ropes
- Bookings are essential and guests must stay in allocated lane or lanes

Diving is only permitted from the diving blocks under supervision by a qualified swim coach. The swim coach (group leader) must take full responsibility for the health and safety and actions of those participants diving from the blocks. As per booking terms and conditions the Centre is not liable for any losses, damages, liability, claims, expenses (including for negligence and whether direct, indirect or consequential) arising in connection with the Centre or the booking or, use of the Centre; and makes no warranty or representations as to the fitness or suitability of the Centre and its facilities.

We highly recommend any Aquatic Centre users, especially of the 50m pool, are competent in their swimming abilities before using the facility. Please see GCPC if you would like advice on who to see to improve swimming capabilities.

******All guests and users of the Aquatic Centre, including casuals or members, must comply with the terms and conditions of use outlined in this document and referenced below;***

- ***Other rules of use displayed at the Centre (including the 'House Rules' document and evacuation procedures provided on arrival);***
- ***Any facility terms and conditions and/or guidelines associated with booking; and***
- ***Any reasonable directions of the Centre Manager and Staff, regarding the use of the Centre***

Attire:

Proper swimming costumes must be worn in the pool (no street clothes) swim nappies are a must for any child who is not potty trained. No streamers, body paint or hair dye/spray/paint of any form allowed on-site. These products can cause issues with the Centres cleaning system. Band-aids must not be used in the pool unless prior authorisation from GCPC staff is received as they can cause blockages in the pool system. Swimming caps are recommended but not required.

3. First Aid

GCPC have First Aid qualified staff on-site to attend any first aid issues or emergencies. During events, the venue hirer is responsible for the provision of a qualified first aid attendant. In an emergency situation contact the GCPC Duty Manager. Any individual that sustains a bleeding injury shall move or be removed from the water as soon as possible. Any blood or body fluid spills in the Aquatics area must be reported to GCPC staff to allow cleaning. Severely (fresh) blood contaminated clothing is not to be worn in the pool.

Ice is available for emergency First Aid only. Please contact GCPC Duty Manager if required.

4. Pool Lifeguard and Supervision

It is the Hirer's responsibility to supervise students/athletes/guests related to the booking at all times with pool qualified staff. GCPC have designated Pool Lifeguards rostered during peak swimming periods and an onsite roaming Pool Lifeguard during off peak periods. If Hirer requires a Pool Lifeguard to supervise booking or event GCPC can organise Pool Lifeguards accordingly at an extra charge (Please NOTE: GCPC would require at least 7 days' notice prior to booking to organise a Pool Lifeguard).

5. Inflatables

Pool toys are Prohibited. Pool toys are any objects that are used for entertainment around water. They include inflatable balls, noodles, floaties, dive rings, inflatable rafts, lilos, inflatable rings, and other inflatable and noninflatable toys that can be used in the water. Pool toys, when left in and around the pool can attract the attention of children and draw them towards the pool. Other pool toys, such as floaties and noodles can also provide parents with a false sense of their child's swimming ability. This can mean parents do not actively supervise their children or leave the pool area to do something else.

Pool noodles, Dumbell's and Aqua belts can be used during pool group exercise classes with an instructor. Please speak to GCPC staff about inflatables if you are hiring the whole venue for an event.

6. Change Rooms

Poolside change rooms are available under the Pool Mezzanine area and should be booked if required for an event. Please notify GCPC if your event or booking will produce over 1000 participants and/or spectators as there may be additional charges. Should extra facilities be required due to the size of the event staged the Hirer shall be responsible for additional equipment, including supply and removal of the portable toilets if required. Please ensure change rooms are left clean and tidy after use. No property or items should be left in the change rooms or on-site unattended at GCPC. The Centre is not liable for any missing or damaged equipment, valuables or belongings stored on site at GCPC.

7. Entry and Parking Guidelines

No entry gate fee will be charged for standard events or competitions. GCPC reserves the right to charge a gate fee for major events. Access into GCPC shall only be via the designated entry gate(s). The Duty Manager will touch base with the relevant organisations main contact if there are any variations in access points or parking locations. Paying casual pool users and pool members access the Aquatic Centre via the Front Reception.

Aquatics Centre Access

Teams attending an Aquatics event must enter via the Western Carpark and follow the pedestrian path across the Athletics Stadium to Aquatics Centre. As Teams or individuals leave the Aquatics Centre areas they are requested to ensure that the pool deck, change rooms, pool mezzanine and grandstand areas are left in a clean and tidy condition.

Team and Official Lists

Every booking must provide details of team members and officials attending events at GCPC. This list must be sent via email to relevant booking contact or Duty Manager at least 2 days prior to booked session. The main contact must touch base with the Duty Manager on arrival. The team and officials who are named on the contact list do not need to sign-in on arrival.

Visitors and Spectator Access

All visitors and spectators must sign in at Front Reception (unless advised of a designated event sign in area). Visitors and spectators are not permitted to any other areas of the GCPC except the Aquatics Centre.

Parking

Parking is located at the Western Carpark for events (please see map for parking location). The Duty Manager will advise prior to arrival if there are any changes in parking locations. Players, officials and spectators can access the Aquatics Centre by following the path outlined on the map from the Western Carpark. Once this carpark is at capacity all spectators and participants must use the adjacent council carparks.

8. Pool Lane and Recovery Spa/Ice Bath Hire

Timing of trainings and events are the responsibility of the hirer. The GCPC Duty Manager will be on-site to monitor scheduled timings are adhered to according to booking schedule. Guests using the pool lanes or Recovery Spa/Ice Baths must make sure they are clean and have removed any grass, sweat or debris by utilising the Aquatic Centre showers. Excess grass and debris in the pools or Recovery Spa/Ice Baths can have a detrimental effect on the functioning of the cleaning and motor unit so please make sure all guests are clean before using. If you have a spa/ice bath recovery session booked, please let the Duty Manager or Pool Lifeguard know on arrival so that they can provide access to the spa/ice bath recovery area.

9.Free Diving Scuba Training Bookings

The group must have a minimum of three participants, this includes one “buddy” in the water and one on pool deck observing. Group Instructor must provide their qualifications before arrival. Scuba divers must have secure weight belts. Tanks must have a rubber/plastic boot and be using plastic coated/ soft / integral weights so not to damage the lining of the pool.

10. Water Polo Bookings

GCPC has two water polo goals that can be hired and set up for your group. Pool can be divided for more optimal use, including into two 25 metre pools with lane ropes. (Please NOTE: GCPC would require at least 7 days’ notice prior to booking to organise staff for set up). Group is to bring own balls

11. Gates/Fences

Participants training or competing must enter and leave the Aquatics Centre at official entry points only. Trackside pool gate must not be propped or held open to ensure safety of all guests. If the 50m pool/track gate or event gate must be open during the event, the Hirer must organise an adult to supervise, monitor and control access through either of these gates. This is to reduce the risk of anyone entering 50m pool area who are not permitted. There is to be no admittance to the Athletics Stadium or access to relevant gates until the booked hire period commences. The GCPC Duty Supervisor will open the Athletics Stadium and relevant gates once the booked hire period commences.

12. Training & Competitions

Training and Competition activities to be contained within allocated lanes ensuring patrons in other lanes are not impacted. Hirer to ensure any gear and training equipment brought onsite is taken away at end of booking.

13. Event Information

Arrival, Set Up and Pack Down
On arrival the event set up staff will enter through the western carpark. Event set up staff can call the Duty Manager Phone number to gain access through the boom gate if heavy set up equipment is required. Vehicles are not permitted to drive on grassed areas, the track or the main field and must keep to the service road. Staff can unload vehicles in the alley way at the northern end of the athletics track and access the 50m Pool through side gate to the pool. Once equipment has been unloaded all vehicles must be moved to the western carpark to ensure that the service road remains clear, and can gain access through the boom gate again once the event has concluded for pack down.

Gold Coast Performance Centre facilitates an extensive deep-water exercise class program. These programs may be taking place during the time in which schools are setting up for Swim Carnivals. We ask all staff setting up to respect the space of the deep-water exercise class throughout this short period of the morning by being mindful and not walking in front of the DWEX instructor when moving around pool deck. Classes will conclude at 9:00am and participants will promptly move out of the 50m pool facility at the conclusion of the class.

PA system is provided by Gold Coast Performance Centre. The Sennheizer Microphone will be connected at the conclusion of the deep-water exercise program and available for the school announcers to coordinate the day. At the end of the event the Microphone is required to be handed back to either the pool life guard or GCPC Track, Field and Event Coordinator. Music can be plugged in to the PA system through an AUX cord. It is the school's responsibility to provide a portable device and Music for the event. At no stage are staff, students or guests to sit in the pool office to operate music. A table and chairs can be provided for staff, or students to operate the music system from the window of the pool office.

Marquee Set Up
Please ensure all marquees are adequately weighed down. It is recommended that approximately 20kg be secured to each support pole for a 3m x 3m marquee and 30kg be placed on each support pole for a 3m x 6m marquee. It is the responsibility of the Hirer to ensure all marquees a secured appropriately for the safety of all guests. NO pegs are permitted to be used near hockey pitch.

It is the Gold Coast Performance Centre policy that all marquee structures be taken down when wind speeds are approaching 32km/hour. Centre staff will notify the event organiser and support the take down process when available.

14. Cancellation

Cancellations must be in writing and forwarded to gcpc.bookings@sport.qld.gov.au.

15. Lighting

Lighting will be set if required for evening training or events.

16. Lost Property

All lost property will be held at GCPC Front Reception area. Property left for more than 30 days will be either destroyed or forwarded to an appropriate charity.

17. PA System

A PA system is available if required by the hirer as an extra charge. Prior arrangements for the use of the PA system must be made at the time of booking with GCPC. Hirer to ensure sound systems are kept within Council approved decibel levels during events. The hirer must take responsibility for any damages to the PA system while in use for their booking.

18. Inclement Weather Procedures

The GCPC Duty Managers are responsible for cancelling events and/or training should the area become unsafe. The Aquatics Centre will be immediately closed by lightning (variously) where flashes are noted to be 30 seconds prior to thunder, local knowledge of weather is relied on. The GCPC Duty Managers will keep organisations up to date on any cancellations if required.

19. Smoking / Consumption of Alcohol

Smoking is not permitted within the Centre (including all buildings and grounds). Alcohol may not be brought into or consumed in any areas of the Centre, including all buildings and grounds. Should anyone breach these codes of conduct, GCPC Staff reserve the right to ask attendees to leave the premises.

20. Evacuation Procedures

During and After Office Hours
On discovery of a fire/emergency situation please advise the exact location to Gold Coast Performance Centre staff by calling **0416 009 985** or **dial 2** from a one of the phones located in the lodges and around the centre.

Evacuation Alarm
Once the Alarm has been raised the Centre's internal communications system will instruct all guests to move to their nearest evacuation point (please see map for evacuation points).

21. Payment

Final payment for all bookings is required one week prior to event or hire period. Aquatics Centre bookings can only be secured after a deposit is paid.

USEFUL CONTACT NUMBERS

GCPC Duty Manager – 0416 009 985
Runaway Bay Ambulance – (07) 5547 3535
Runaway Bay Police – (07) 5557 6999
Emergency Services (24 hours) - 000
Gold Coast Hospital – 1300 744 284

"We look forward to hosting your team at the Aquatics Centre"

- *Staff at the Gold Coast Performance Centre*



AQUATICS CENTRE ACCESS

