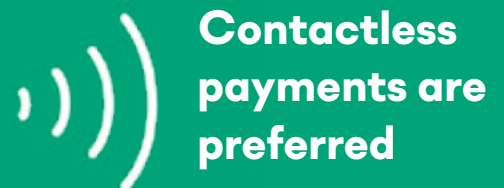
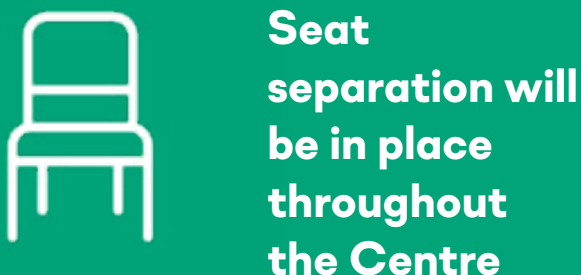
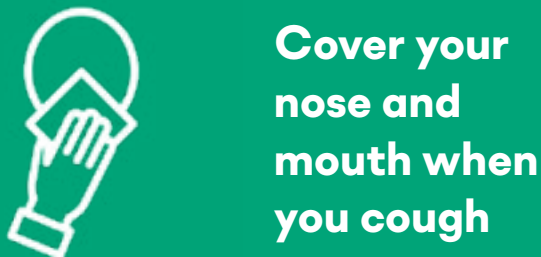


The health and safety of our guests and staff is our biggest priority, we have made some changes to the way we do things. As the situation changes, we'll update these steps as needed.

Remember for your health and safety:



We also ask for your support in keeping our centre clean and safe, and encourage all our patrons to:

- Follow social distancing requirements throughout the centre, this includes any movement through the foyer area and throughout the centre.
- Always practice good hygiene and wash hands frequently.
- Refrain from attending the centre if feeling unwell to ensure a safe and comfortable experience for everyone.
- Cover coughs/sneezes, dispose of tissues and make use of the available hand sanitiser
- We encourage patrons to download the COVIDSafe app.

Visit the SA Health website for the most up to date health advice for South Australia - <https://www.covid-19.sa.gov.au/>

CHANGES TO PROTOCOLS

At the City of Marion, we are taking the following steps to ensure the safety of our Marion Outdoor Pool patrons and employees.

- **Cleaning and Hand Hygiene:** We take standards for hygiene and cleanliness very seriously and ensure proper and frequent hand washing is undertaken to help combat the spread of viruses. We use cleaning and disinfecting protocols to clean the centre after patrons depart and before the next patrons, including high-touch areas.
- **Distancing Requirements:** Our venue capacities have been reduced to adhere to social distancing requirements, all areas have signage to notate capacity numbers. Bookings are essential and session times will be staggered. Entry and exit points will be clearly marked. Where possible, separate entry and exit points will be established.

CHANGES

- **Entry:** Casual bookings are essential and must be purchased online in advance. Casual visits may show their tickets on their phone/device. They are also welcome to phone reception during business hours to make a booking. Casual visits will be denied access without an advanced booking. NO Cash - Transaction payments via Eftpos or online only.
- **Hygiene:** Hand sanitiser will be provided at entry and exit points.
- **Social Distancing:** Casual visits may show their tickets on their phone/device. They are also welcome to phone reception during business hours to make a booking. Casual visits will be denied access without an advanced booking. Patrons will be asked to hand sanitise before entering the facility and will need to ensure social distancing requirements are adhered to.
- **Duration:** Session times will be staggered to ensure social distancing requirements are met.
- **Food and Beverages:** Kiosk food (individual meals/drinks) can be purchased, no BYO food or beverages.

Event Notification: If we are alerted to a case of COVID-19, we immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both patrons and employees. We will undertake an additional cleaning and disinfecting of the common areas of the centre as well as the areas we know the guest or staff may have utilised.

FREQUENTLY ASKED QUESTIONS:

Q: What are the social distancing measures being implemented?

A: The safety of our guests and staff is our biggest priority, we are therefore limiting numbers at the Centre and staggering session times. You will notice that we have reminders around the Centre to ensure all patrons and staff understand what social distancing rules they need to adhere to.

Q: I am not feeling well, but I have purchased a ticket. Can I get a refund?

A: The safety of our patrons and staff is our biggest priority. We will only issue you with a refund if the session is cancelled. Please contact staff on 8375 6868 or email swimcentre@marion.sa.gov.au

Q: Will there be food and beverages available from the Centre?

A: The kiosk will be open for consumption of food and beverages and you will need to be seated at tables to consume food and beverages. Take away food can be purchased through the external kiosk window. Single use recyclable products will be used for all service in food.

Q: How can I purchase tickets safely?

A: Pre-purchase tickets online. We encourage all guests visiting the Marion Outdoor Pool to pay via contactless transactions, no cash sales.

Q: How will you be cleaning and sanitising areas to help stop the spread of Covid-19?

A: In addition to our scheduled cleaning periods, we have increased the frequency of cleaning in our centre, this includes high touch-point surface areas.

Q: Will our staff be COVID-19 trained?

A: Yes, we are working closely with our staff to ensure they are COVID-19 safety trained and will be encouraged to stay at home if they feel unwell to help stop the spread.

Q: What are the upcoming events or session times?

A: Some events and session times have changed this year, the full list is available on our website.

Q: When can I access the Water Park?

A: Dedicated Recreational sessions have been created to allow access to the Water Park. Patrons can purchase tickets to these sessions online. Water Park access is also included in Birthday Parties, Pool Play Dates sessions and Group Bookings.

Q: When can I access the Waterslides?

A: Dedicated Recreational sessions have been created to allow access to the Waterslides. Patrons can purchase tickets to these sessions online. Waterslide access is also included in Birthday Parties and Group Bookings.

Q: Can I just turn up for a swim?

A: No, tickets must be pre-purchased online to attend a session before attending the pool.

Q: What is happening with programs and events this season?

A: Programs will be going ahead this season with online enrolments required to attend all programs. For the safety of the community major events have been postponed for the upcoming season.

Questions? Contact our team 8375 6868 or email swimcentre@marion.sa.gov.au