




FREQUENTLY ASKED QUESTIONS

If you have a question about our Stage 1 re-opening and are not able to find the answer on our **Stage 1 re-opening webpage** or in the FAQs below, please call our Centre our team will be able to help you.

Question	Answer
What happens to my membership?	Memberships will be activated from the first day of centre re-opening. Payments will commence from your next scheduled date.
Has there been a fee associated with my suspension?	All memberships have been placed on suspension with a \$0 fee for the duration of the closure.
Can I attend a session of outdoor training if my membership is suspended?	At Centres we outdoor training is offered sessions will be available to membership holders who opt into re-activating their normal membership payments or at a casual rate (if offered)
How do I book a class if my membership is suspended?	We will need to remove your suspension and re-activate your membership, complete your request here please call the Centre and we will get you started.
Will my membership option change once you re-open?	Membership options will remain the same, your membership will resume as normal.
Will all classes be available once you re-open?	Classes will be available once we open, class timetables will likely be modified due to social distancing measures and occupancy restrictions.
Have the operating hours changed?	There may be some changes to the operating hours at some Centres. If operating hours are modified in the future, members will be notified and our website will be updated.
Who do I speak to about membership enquiries?	Our friendly team can assist with membership enquiries. Call us or see the Contact Us page on our website.
What happens if I need to keep my membership on suspension?	We can help with this. Call us or see the Contact Us page on our website.



How long can I keep my membership suspended for if I cannot restart payments?

Membership suspensions can be extended for a further 60 days after opening at \$0 cost.

What if I cancelled my membership and want to re-join?

We would love re-connect and we can likely save you some money to get started again, please call our centre or enquire on our website.

How do I book to go into the pool?

Bookings can be made by phone only. We recommend making a booking a minimum of 48 hours in advance to avoid disappointment.

How many pools will be open in the facility?

This is dependent on the restrictions put in place at the time of the opening. Please contact us or check our website or Facebook page for updates to our operations.

Are the changerooms open?

Currently change-room access is not permitted. We recommend you arrive for your session changed and ready to go.

Are there any time limits on my visit?

At this stage restrictions are mainly based around social distancing and occupancy restrictions.

Swimming sessions are available for 45-minutes per person, inclusive of your time getting into & exiting the Pool.

Can I shower at the facility?

At this stage, shower facilities will not be available. We recommend you bring adequate dry clothes to help you be as comfortable as possible once you finish your swimming session & head home to shower & change.