



What to expect over the aquatic season at Oak Park Sports & Aquatic Centre?

Q. Will there be 50m lap lanes available over Summer to swim laps?

To ensure lap swimmers comfort and maintain safe pool supervision from December to end of January we will have 50m swimming lanes available from 6am to 9am Monday to Friday and 8am to 10am Saturday and Sunday. These times may be extended depending on weather.

At all other time there will be 4 x 25m swimming lanes available (in the deep end of the 50m pool).

On weekends in February and March there will be 50m swimming lanes available from 8am to 10am. These times may be extended depending on weather.

Q. Will I be able to swim during the day (between 9am and 3.30pm) when there are carnival and school bookings?

When the outdoor pool is booked for exclusive use and school swim carnivals, the other pools, including the water slides will be closed.

Mid December, February and March is heavily booked with school swim carnival events.

Note: The Water play pool may be opened to the public if comfort and safety of patrons is not compromised.

Q. How do I keep updated on lap lane and aquatic availability?

Our pool and lap lane availability is updated regularly on the Active Moreland website.

<https://www.activemoreland.com.au/about-us/centre-locations/oak-park-sports-and-aquatic-centre/>

Updates will also be posted on our Facebook page.

Q. Can I use my multi visit pass at other Active Moreland Centres?

Yes, all multi visit passes can be used at any Active Moreland Centre.

Q. Can I use my membership at other Active Moreland Centres?

If you have a Universal Membership you can use your membership at any Active Moreland Centre. If you would like to upgrade your membership for the summer season, please speak to one of our Customer service staff

Q. Will my membership give me free access to waterslide and how do I access them?

Your membership will provide you with free access to the waterslide however you must obtain an all-day wristband from customer service or café.

Q. When do the water slides open?

The Oak Park Aquatics area opens 1 October 2019. The general operating hours of the waterslide are:



- ****School terms Weekdays 4 – 7pm, Weekends 10 – 6pm
- School Holidays Daily 10 – 7pm

****The Active Moreland Outdoor Pools Operating Hours and Hot and Cold Weather Policy details the operating hours of the Active Moreland outdoor pools and the circumstances in which these will vary as a result of hot, cold or extreme weather conditions.

Q. How do I purchase a pass for the waterslide and how long do I have to wait for a slide?

Waterslide passes can be purchased daily at either reception or the café. There are 3 options available. All day pass \$10.40, 3 rides \$6.20 or 1 ride \$3.10.

Slide waiting times will vary depending on the how busy the centre is. On peak hot days there may be a wait of up to 45 minutes to 1 hour for the raft slide and 30 – 45minutes for the body slide.

You must be 120cm or over to use the waterslides.

Q. When does the Water play and Learn to Swim Pools open and close?

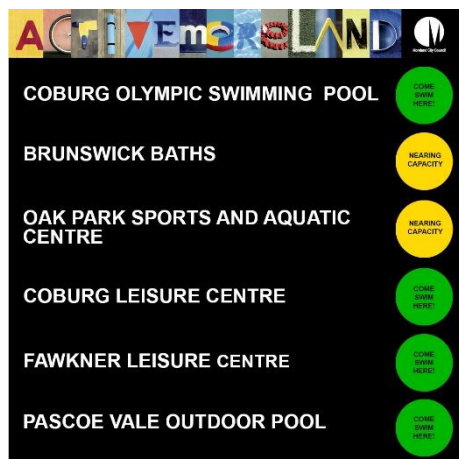
The Water play and Learn to Swim Pools open at 9am daily and will close the same time as the 50m pool closes which is 8pm weekdays and 6pm weekends and public holidays.

Q. Where can I park?

Car parking bays are available within the precinct car park. There is overflow car parking available at the end of Edgcombe Street, which is only opened on warm days when it is predicted the main carpark will be full or there is an event/game on the sports fields.

Q. How can I keep updated if the Centre is full?

Follow us on Facebook to keep updated on all Active Moreland pools capacity levels.



Q. What is Watch Around Water?

Watch Around Water (WAW) is a Life Saving Victoria policy and campaign to educate the public about active supervision and encouraging parents / guardians to take on the responsibility of this role while visiting aquatic facilities.

The campaign aim is to reduce the number of fatal and non-fatal drowning incidents and associated injuries in public aquatic facilities in Victoria within the 0-14-year age group.



Active Moreland facilities are accredited with Life Saving Victoria and Watch around the Water. While this is not legislation it is a framework and set of guidelines as well as a condition of entry. For more information visit <https://lsv.com.au/wp-content/uploads/WAW-FAQ-Customers-2018-19.pdf>

Children Under 5 (0 - 5 years)

Ratio – 1 adult to 2 children (babies in prams include in ratio).

Children aged 0-5 years must be accompanied by a responsible guardian, who is prepared to swim. Children must be constantly supervised and remain within arm's reach at all time. All children under 5 must wear a PINK wristband to indicate age.

Children Under 10 (5 – 9 years)

Ratio – 1 adult to 4 children.

Children aged 5-9 years must be accompanied by a responsible guardian, who is prepared to and constantly and actively supervise then in and out of the water. The responsible guardian must actively supervise and have a clear view of the child/ren at all times with no barriers in-between. All children 5-9 years must wear a YELLOW wristband to indicate age.

Effective September 1, 2019, groups/families will not be permitted entry where the number of parents/guardians supervising a group of children under 10 years exceeds the ratio of 1:4 (1:2 ratio for children under 5 years).

For children 10 years and older, parents must use their knowledge of the child's swimming ability to determine the level of accompaniment required.

If a staff member is concerned for the safety of an unsupervised child, they have authority to remove the child from the water.

Who can be a responsible guardian?

A responsible guardian can be someone who is 16 years or over.

Q. Can I bring alcohol to the pool?

Alcohol is not permitted in the Centre and will be confiscated during bag checks.

Q. Can I bring my own food and drink to the pool?

We have a kiosk available on site for your food and beverage needs. Should you wish to bring in your own food please ensure there is no glass, knives, breakables or alcohol. Our kiosk cannot store any items for you. Eskys may be subjected to checks by staff to ensure the safety of all patrons.

Q. Can I bring inflatables and hard balls to the Centre?

For the purpose of safe operation inflatables and hard balls may not be permitted to be used. This decision will be at the discretion of staff.

Q. Is smoking permitted in the outdoor area?

No, our facility is a smoke free one. There is no smoking permitted on site, this includes the outdoor pool area. Smoking is not permitted within 10 metres of the entry.



Q. Can I get a pass out?

You can obtain a pass out from reception staff however they are limited to 15 minutes. You will be requested to show your pass out when returning back through reception.

*** Please ensure your children are supervised at all times should you briefly need to leave the centre

Q. How can I store my valuables?

We recommend leaving any valuables at home, our staff are not authorised to hold valuables for you, however we do have limited lockers available for public hire.

Q. Am I allowed to take photos?

Yes, you may take photos of yourself and your family/friends however please do not take photos of other people. Please do not take photos in the change areas.

Q. Who do I notify if I am a non or weak swimmer and where should I swim?

Please notify reception when you pay for your swim. You may be allocated a wristband so that the lifeguards can identify you as a weak or non-swimmer. The best place for you to swim is down the shallow end of the 50m pool. Just take note that the water is 0.9m deep at the shallow end by the depth increases to 1.2m and then 1.7m as you move towards the deep end.

Q. Who do I notify if I am caring for a disabled person?

Please notify reception when you pay for your swim. You may be allocated a wristband so that the lifeguards can identify that you are a carer.