

**Is the UWA Aquatic centre remaining open?**

Yes. From 11:00pm, Sunday the 22<sup>nd</sup> of March, The UWA Aquatic Centre will be operating under the following business hours (Monday to Friday: 8:00am- 4:00pm)

The UWA Aquatic Centre will remain open for the use of public swimming between the following hours; Monday to Friday: 6:00am – 4:00pm, Saturday and Sunday: 12:00pm to 2:00pm

**Are the pools safe? Why is the UWA Aquatic Centre remaining open?**

The CDC have stated that there is no evidence that COVID-19 can be spread to humans through the use of pools or hot tubs. Proper operation, maintenance, and disinfection (e.g. with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19 <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>.

The UWA Sport Aquatic Centre will remain open for public swimming as there has been no evidence to suggest that swimmers are at risk of contracting COVID-19 while swimming. UWA Sport programs have been cancelled as a result of the Commonwealth Government decision of social and physical distancing and not because the pools are unsafe.

**What are the conditions of entry into the UWA Aquatic Centre?**

Conditions of entry remain the same. No persons under the age of 16 years will be permitted to swim in the pools during public swimming times.

Stay at home if you are sick – please don't attend any UWA Sport venues or activities if you have flu-like symptoms.

**How can I pay?**

UWA Sport are now operating on a cashless basis. In order to purchase visit cards, please pay at the office window. Lifeguards and Administration staff will not be accepting any forms of cash payment.

UWA Sport recommend buying visit cards in advance in order to limit any inconvenience caused.

**Will I be entitled to receive a refund or credit?**

All UWA Sport customers will receive a credit for the remainder of the program(s). Credits can be used towards any future UWA Sport program registrations. Customers will not need to email, this credit will be automatically administered to your account.

**Are registrations open for upcoming and future programs?**

Registrations and enrolments for all future Aquatic Programs have been postponed. This includes all Adult programs, Learn to Swim and Squad programs.

New registration dates will be reviewed on a weekly basis and will be advertised once dates have been confirmed.

**What is the UWA Aquatic Centre doing to practise physical distancing?**

UWA Sport has implemented a physical distancing approach to all aspects of the Aquatic Centre.

This includes;

- All coaches and teachers will be limiting tactile feedback given to program participants
- Spectator seating has been limited to maintain increase space and create distancing from one to another
- Participants are encouraged to use the main changing rooms if they are a participant of the Lessons program and the 13 lane pool changing rooms if they are a participant of the squads changing rooms.
- 20 people maximum in each changeroom

**I have left my goggles and/or cap at home, can I borrow a pair?**

There are currently no goggles or caps to be used as pairs to borrow.

**Can I purchase a new pair of goggles, bathers and/or a cap?**

Yes. However, UWA Sport are only accepting card payments and are now operating under a 'buy before you try' policy. At this time, we cannot allow our customers to try on any of our stock before purchasing it.