

Waterworld Management Policy



Record number	D21/16501
Responsible Manager	Manager Recreation, Leisure & Community Safety
Other key internal stakeholders	Director Community and Cultural Development Facility Manager Waterworld
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1. PURPOSE

The purpose of this policy is to inform the community of Waterworld's hot and cold weather policy and admission categories and conditions.

2. POLICY

With the climate being variable and at times unpredictable, Waterworld will operate with some flexibility to vary the opening and closing times on individual days.

2.1 Operating Hours

Waterworld is to be open 7 days per week during the summer season, excluding Christmas Day, Boxing Day/Proclamation Day, and Good Friday when the Centre is closed. The summer season typically operates from October to April the following year, with the exact date being approved by the CEO, based on various elements including weather and maintenance requirements.

Standard operating hours will apply at Waterworld for each season, which generally will be:

Monday to Friday from 6.00am – 7.30pm

Saturday from 7.00am – 6.00pm

Sunday from 9.00am – 6.00pm

These times may be varied due to a range of circumstances such as, very hot or wet and cold weather conditions, events or maintenance requirements.

The Centre will close at 6 pm on Christmas Eve and New Year's Eve.

All standard times will be published on Council's website and variations promoted through Council's social media.

2.2 Hot Weather

Based on the 6:00pm Bureau of Meteorology (www.bom.gov.au) weather forecast for Adelaide, if the following day's forecasted temperature be 37C or above, then Waterworld may remain open to the public for an additional period of time subject to prior bookings and events. The Duty Manager, in consultation with senior management staff, will at this time make the decision regarding extended opening hours for the following day's operations.

2.3 Cold Weather

When the temperature is 20C or below, then Waterworld may close to the public prior to the regular closing time. This decision will be made in conjunction with senior management staff, and any previous commitments e.g. birthday parties, will proceed as previously agreed.

2.4 Variations

These arrangements can be varied when specific circumstances are met e.g. weather, low numbers, emergency repairs, declared pandemic or state emergency.

2.5 Signage

Signage will be displayed at Waterworld, when the decision has been made to close at a time different to the normal hours of operation. Where possible, this will also be made available on Council's website, digital signage and Councils social media pages.

2.6 Fees and Charges

Free admission will be granted to swimmers who wish to enter Waterworld before 9am Saturday and before 3pm Monday to Friday (Waterworld does not open until 9am Sunday), for swimmers who are (proof of age may be requested):

- a. Holders of Age or Veteran Pension Cards
- b. Holders of a Commonwealth Seniors Health Card
- c. Carer payment recipients who are also of Age or Veteran pension eligibility

Persons holding a Companion Card are permitted to enter Waterworld (during opening hours) at no charge when attending in a carer / companion capacity, and in association with a paying entry of the person being cared for.

Availability of free admission may be impacted by clause 2.3 Variations or other restrictions such as picnic week carnivals or other bookings (schools, club events or other).

Waterworld will charge General Admission fees for the following categories, or as otherwise listed in Council's approved Fees and Charges Register:

- a. Age 0-3, 3-15 and 16+ years
- b. Spectators
- c. Family passes
- d. Season / defined period passes
- e. Special occasion entry
- f. Groups, picnic week and school admission (bulk entry fees)

Admission fees may also apply to aquatic programs (eg. swimming lessons and fitness programs) and waterslide/aqua run entry.

A concession rate will be applied to the following categories:

- a. Pensioner (attending outside of approved 'free admission' times)
- b. Disability
- c. All students
- d. Health Care Card holders
- e. Any concession card

At the discretion of Council's CEO (or delegate) fees and charges may be waived or reduced as required.

During non-peak times, or for marketing purposes, Council may issue a range of promotions to increase attendance at Waterworld. Fees and Charges may be varied and/or waived in accordance with this purpose.

3. DEFINITIONS

For the purposes of this policy the following definitions apply:

Waterworld

Council's aquatic centre located at Jack High Lane, Ridgehaven

4. LEGISLATIVE FRAMEWORK

There is no legislative requirement for Council to have a policy relating to this area.

4.1 Other references

Council's documents including:

- a. Council's Fees and Charges Register

5. POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio director and managed in accordance with Council's scheme of delegations.