

GENERAL CONDITIONS OF ENTRY

The Goldfields Oasis supports a safe and friendly recreation environment, the following conditions of entry will help make your visit a safe and enjoyable experience:

- All members and visitors agree to abide by all the rules of conduct, dress, use of equipment and services, local laws of the recreation centre and the City
- Management reserves the right to refuse entry to any person
- All children under the age of twelve (12) years must be accompanied by a parent or guardian over the age of eighteen (18) years
- All children under the age of six (6) must be within arm's reach of a parent or guardian while in any areas of the centre
- No person shall profit by teaching, coaching or training any person in the centre without prior consent from Management
- No indecent, improper or disorderly conduct and/or abusive language by patrons is permitted
- No alcohol, smoking or illicit substances are permitted on the premises, entry will not be granted to people who are or appear to be under the influence of alcohol or prohibited drugs
- Smoking is also not permitted within five (5) metres of the building
- Climbing on any part of the premises is not permitted, i.e. buildings, fences, shade cloth, barriers
- Animals are not permitted on grounds or within any area of the centre with the exception of service animals
- Bicycles, skateboards and scooters are not permitted inside the centre
- No glass or ceramic containers within aquatic areas
- Bags and coolers may be searched on entry and exit
- Pass outs may be issued at the discretion of customer service team and are valid for five (5) minute duration only
- Casual entries are valid for two (2) hours from time of purchase
- Centre day passes are valid for the entire day they are purchased
- Kickboards, noodles and teaching equipment from Swim School are not for hire and not available to the general public for use
- Taking photos and/or filming anyone in the centre is only allowed if you have obtained the permission of centre management. Please be considerate and courteous while taking photos or filming so as not to disturb other patrons
- Photos may be taken by authorised Goldfields Oasis photographers for promotional and related purposes in publications, online or on social media platforms. The copyright remains with the Goldfields Oasis. Patrons who do not wish to have their photo taken should make this known to an employee.
- We accept no responsibility for lost or stolen belongings. Patrons are advised not to leave phones, cameras, wallets or bags unattended in the centre. Lockers are made available from reception.
- For emergency management, please do not block the centre's exits with items such as furniture, strollers, bags and clothing these areas must remain unobstructed at all times
- Cars must not park in the five (5) minute pick up and drop off zone at the front of the building the Rangers may be called and parking infringements may be issued
- We reserve the right to alter or cancel group fitness classes or change instructors without notice
- No entry is allowed into group fitness classes once classes have started
- Gym towels must be used at all times when working out to protect equipment and for hygiene purposes
- Appropriate footwear must be worn in the gym and stadium at all times
- Teen Members (12 – 16 years) are only permitted to access the gym area between 5am – 9pm with adult 18+ supervision. Teen Plus Members (16 – 17 years) are permitted access to the gym area 5am – 9pm without supervision. Teen Members can access the gym 7am – 7pm/8am – 6pm on weekends. All members under the age of 18 years are not eligible for 24 hour gym access

This list should not be construed to be a complete list, but rather is representative of the types of behaviour that are deemed to be unacceptable.

Staff at the Goldfields Oasis are committed to ensuring all patrons follow the Code of Conduct so nothing interrupts their ability to provide a safe family environment. When patrons fail to comply with the Code of Conduct staff may ask a patron to leave the facility for a set period of time, up to and including permanent suspension. In the event that an individual fails to follow staff direction, the Police will be contact for assistance. No refunds will be paid to persons removed from the venue.

Please be aware of and comply with all posted rules in the facility.

CODE OF CONDUCT POLICY

The purpose of the Code of Conduct is to ensure there will be a safe and healthy environment for all activities within the Goldfields Oasis. Below are the levels of violation which will determine the range of responses that can be taken in the event of an incident.

LEVEL ONE – MOST SERIOUS VIOLATION

- Possession or use of a firearm, knife or other dangerous object
- Possession, use, or being under the influence of drugs or alcohol
- Physical abuse of others
- Vandalism or damaging or defacing any property such as building, equipment, furniture or other articles belonging to the Goldfields Oasis or other people
- Stealing of Goldfields Oasis property or other guest/member/staff/patron's property while on site
- Repeated occurrences of Other Violation (below) indicating a pattern of unacceptable behaviour
- And other violations of law or deemed by Oasis staff to be serious enough for consideration as Serious Violation

LEVEL TWO – OTHER VIOLATION

- Threatening or intimidating actions towards others; disrespect, rudeness or 'talking back' to someone in authority
- Any harassment through comments, words or gestures
- Use of racial or ethnic slurs
- Use of inappropriate language or cursing
- Use of tobacco by an individual not in the designated smoking area
- No person shall wilfully interfere with, disrupt or prevent the orderly conduct of any supervised recreation program being conducted by the centre, school activity, or other approved/sanctioned events in any building or playground located in or on any public property within the City of Kalgoorlie Boulder

DISCIPLINARY ACTIONS DEPENDING ON VIOLATION

LEVEL ONE – MOST SERIOUS VIOLATION

An individual who commits a most serious violation may, at the discretion of the Centre Manager or Duty Manager (if Centre Manager off site) be **banned permanently or suspended for an extended period of time** from the Goldfields Oasis.

Any individual receiving this penalty shall forfeit any membership fees, program fees, or entry fees paid prior to the violation.

LEVEL TWO – OTHER VIOLATION

An individual who commits an other violation may, at the request of the Centre Manager or Duty Manager be suspended from the Goldfields Oasis, and all activities sponsored by the Goldfields Oasis for a period of time up to the length of time specified below:

FIRST OFFENCE	One Month
SECOND OFFENCE	Six Months
THIRD OFFENCE	One year or permanent ban based on determination of Goldfields Oasis Centre Manager

Any individual receiving this penalty shall forfeit any membership fees, program fees, or entry fees paid prior to the violation. If evidence is presented to the Goldfields Oasis by a suspended individual that counselling and/or treatment, appropriate to the violation committed, has been instituted or completed, the length of the suspension may be reduced at the discretion of the Goldfields Oasis Centre Manager.

WATCH AROUND WATER POLICY

Watch Around Water is an education and awareness raising campaign run throughout public aquatic facilities in Western Australia. The campaign was developed to address growing industry concern regarding the supervision of children whilst visiting aquatic facilities. Watch Around Water takes a comprehensive approach to promoting and encouraging adequate supervision of children by parents and appropriate centre policies and practices.

Supervision is a shared responsibility

Lifeguards – professional supervision
Parent/guardian – constant supervision

Parents and lifeguards need to work together to keep children safe, lifeguards preventative action of patrolling the facility is to maintain a safe environment for all patrons who utilise the centre. The expectations that lifeguards are there for the sole purpose of one person's supervision benefit is unrealistic.

Goldfields Oasis adheres to the following Watch Around Water policies:

- **Under Six – Always Keep within Arm's Reach**
If your child is below the age of six (6), a responsible adult must be within arm's reach at all times, if the child is in the water, you must be as well
- **Under Twelve – Always Keep in Sight**
If your child is below twelve (12) years of age, a responsible adult must maintain constant visual line of sight and be prepared to enter the water at any time
- **Under Twelve – Must attend with a responsible adult**
Any children under the age of twelve (12) years will not be admitted without an appropriate parent or guardian present
- **Over Twelve – Assess their swimming ability**
Parent/guardian/ responsible adult must use their knowledge of the child's swimming ability to determine the level of accompaniment required
- **Under Six – No More Than Four**
Each responsible adult can supervise a maximum of four (4) children under the age of six (6)
- **Under Twelve – No More Than Ten**
Each responsible adult can supervise a maximum of ten (10) children under the age of twelve (12)
- Watch Around Water wristbands are issued to children under the age of six (6) to identify children who must be with a parent/guardian/responsible adult in the water
- Parent/guardian/responsible adult is an individual over the age of eighteen (18)
- Any unsupervised children will be removed from the water and placed in a safe area until collected by a parent/guardian/responsible adult