

## 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) years must stay within arm's reach of parent/guardian prepared to always swim and the child must wear a watch around water wristband any time they enter pool deck.
- To ensure safe supervision ratios, there must be at least one parent/guardian supervising no more than four (4) children under six (6) years old (1:4 ratio).
- To maintain safe supervision ratios, there must be at least one parent/guardian supervising no more than ten (10) children aged six (6) to twelve (12) years old (1:10 ratio).
- No person shall profit by teaching, coaching or training any person in the centre without prior consent from Management.
- Indecent, improper, or disorderly conduct and/or abusive language are prohibited.
- Alcohol, smoking, or illicit substances are not permitted. Entry will not be granted to persons under the influence of alcohol or prohibited drugs.
- Smoking is not allowed 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 except for service animals.
- Bicycles, skateboards, and scooters are not permitted inside the centre.
- Glass or ceramic containers are prohibited in 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.
- Swim school equipment (kickboards, noodles, teaching tools) are not for hire and is not available to the public.
- 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 purposes. The copyright remains with Goldfields Oasis. Patrons who do not wish to have their photo taken should inform 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 always remain unobstructed.
- Vehicles must not park in the five (5) minute pick-up/drop-off zone. Rangers may issue parking infringements.
- 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 always used to protect equipment and maintain hygiene.
- Appropriate footwear must be always worn in the gym.
- Gym members aged eighteen (18) and under must be accompanied by a responsible adult over eighteen (18) within teen access hours.
- A wristband issued by Reception must be always worn in the pool, spa, sauna, and casual stadium areas. You may be asked to leave if you cannot show your wristband.
- Children under the age of five (5) must be supervised in the water by an adult or person over eighteen (18). Both the child and supervising adult must wear a yellow Watch Around Water wristband.

No refunds will be issued to individuals removed from the venue. Persons may be referred to police as deemed appropriate by Management. *Further information may be obtained by accessing the [Patron Refusal of Entry, Removal and Banning Policy Statement](#)*

## 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
- Granting access to those without a membership unless it has been approved by Oasis staff.
- **Trespassing**
- Repeated occurrences of other violations (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
- Up to three repeated violations of the general conditions of entry will be classified as a level two violation.

### 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** 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 another 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 up to the length of time specified below:

A fine will be charged in accordance with the fees and charges of the City of Kalgoorlie-Boulder. Any individual who incurs this penalty will forfeit any membership, program, or entry fees paid prior to the violation. If the suspended individual provides evidence to Goldfields Oasis that counselling and/or treatment, relevant to the violation, has been undertaken or completed, the duration of the suspension may be reduced at the discretion of the Goldfields Oasis Centre Coordinator.

***Staff will make every effort to handle the situation with discretion and respect, minimizing any potential embarrassment for those involved.***

## WATCH AROUND WATER POLICY

Watch Around Water is an education and awareness campaign implemented across public aquatic facilities in Western Australia. Developed to address growing concerns about child supervision at aquatic venues, the campaign promotes safe practices for ensuring children are properly supervised by parents or guardians. It emphasizes the importance of adequate supervision and supports the adoption of effective policies and practices within aquatic facilities to ensure the safety of children while visiting.

**Supervision is a shared responsibility.**

**Lifeguards** – professional supervision

**Parent/guardian** – constant supervision

To ensure the safety of all patrons, lifeguards provide professional supervision through active patrols of the facility, maintaining a safe environment. However, the expectation that lifeguards are solely responsible for supervising individual children is not practical. Parents/guardians must work in conjunction with lifeguards by maintaining constant supervision of their children. Goldfields Oasis adheres to the following Watch Around Water policies:

- **Under Six – Always Keep within Arm’s Reach:**  
Children under the age of six (6) must always have a responsible adult within arm’s reach, and the adult must be in the water when the child is.
- **Under Twelve – Always Keep in Sight**  
Children under twelve (12) must be within the constant visual line of sight of a responsible adult, who must be prepared to enter the water at any time.
- **Under Twelve – Must attend with a responsible adult:**  
Children under twelve (12) years old must be always accompanied by an appropriate parent or guardian to be admitted.
- **Over Twelve – Assess their swimming ability.**  
For children over twelve (12), the parent/guardian must use their knowledge to assess the child’s swimming ability to determine the level of supervision required.
- **Under Six – No More Than Four**  
A responsible adult can supervise a maximum of four (4) children under the age of six (6) at any time.
- **Under Twelve – No More Than Ten:**  
A responsible adult can supervise a maximum of ten (10) children under the age of twelve (12)
- **Watch Around Water Wristbands:**  
Children under the age of six (6) will be issued a wristband, and the accompanying responsible adult will also receive a wristband, which must be worn at all times within the centre. This ensures clear identification of individuals who must remain within arm’s reach of a parent/guardian/responsible adult while in the water.
- **Parent/Guardian/Responsible Adult**  
A parent, guardian, or responsible adult is defined as an individual over the age of eighteen (18).
- **Unsupervised Children**  
Any child found unsupervised in the water will be immediately removed and placed in a safe area until a parent/guardian/responsible adult arrives.