

WE ARE PROUDLY AN ALCOHOL AND SMOKE FREE COMPLEX



AC BATHS & TAUPŌ EVENTS CENTRE

A Cnr Spa Road & AC Baths Ave

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- Twenty minutes is the maximum time recommended for water submersion.
- Do not put your head underwater. Amoebic meningitis can be present in geothermal water in New Zealand.
- If experiencing any physical discomfort, activate the labelled emergency button immediately to alert staff.

RED SLIDE

- This is for children 1.5m tall and under.
- Smaller children may need assistance up the slide ladder.
- Please slide feet first.
- Children are to slide one at a time.
- Please clear the landing area immediately.

TARZAN SWING

- This is for children 1.5m tall and under.
- Do not swing back.
- Do not swing until the way is clear.
- Clear the landing area immediately.
- Children are to swing one at a time.

BOMBING ISLAND

- No sliding.
- No flips.
- No acrobatics/gymnastics.
- This is the only place in the facility where patrons can bomb.

INFLATABLE TOYS

- No floatation devices, belts, buckles or sharp jewellery to be worn.
- One person at a time.
- No jumping into or onto the inflatable from poolside.
- Once off the toy, each person must make their way out of the pool via the front or rear – do not swim under the toy or cross the lanes.

OUTDOOR INFLATABLE

- Children only – height restriction: 1.5 metres tall and under
- Children must be able to touch the bottom of the pool or be competent swimmers.

INDOOR INFLATABLE

- No age or height restriction.
- Competent swimmers only.

ROCKWALL USERS

Every climber requires a belayer to manage the safety ropes. Taupō Events Centre does not offer automatic devices for unattended climbing, nor do we provide staff to manage the safety ropes.

- All users must agree to our conditions of entry at the rockwall and be inducted by a staff member before use.
- Harnesses must be commercial products designed for climbing and less than five years old.

- To go above the red line, you must be attached to a safety rope and be belayed.
- No climbing or belaying with phones, or electronics of any kind.
- Do not stand or swing on the safety ropes, or use the crash mats for gymnastics, jumping or wrestling.
- Quick draws and hangers are only to be used when lead climbing.
- No running inside the safety zone.
- All loose clothing must be secured or removed, and pockets must be empty while climbing.
- Long hair must be tied back out of the way.
- All jewellery must be removed.

FITNESS STUDIO USERS

- All users must sign and agree to our conditions of entry at the customer service desk.
- Clients are required to spray and wipe down any pieces of equipment they have used.
- Please return weights to their stacks after use.
- Do not drop weights.
- Vacate equipment when not in use, and only use one piece of equipment at a time.
- We have an emergency button above the water fountain in the fitness studio - it is only partially manned by staff.
- We reserve the right to retain copies of induction and assessment forms relating to your physical wellbeing for a reasonable period of time.

SWIM SCHOOL USERS

- Supervising adults do not pay the spectator fee during swim lesson times. At all other times normal fees apply for both swimmers, caregivers and spectators.
- All pool rules apply to children and adults who are having swim lessons.
- All children under eight years old must be actively supervised before, during and after their swimming lessons
- We strongly recommend the use of goggles and swim caps

SWIM SCHOOL BOOKING TERMS & CONDITIONS:

- The full term payment needs to be made to confirm your booking.
- The bookings are term-based and perpetual. If you wish to cease your booking, please notify us before the end of the current term.
- We reserve the right to combine or cancel classes or to change the instructor.

STADIUM & FUNCTION ROOM USERS:

- All users are to sign in at customer service desk on arrival.
- All users are to complete a health and safety induction with staff prior to event.
- Please leave the area as found.
- Do not adjust sporting or hire equipment, please notify staff if changes are required.
- Please be considerate to other users in the stadium.

FOR USE AND ENJOYMENT

**OF THE AC BATHS &
TAUPŌ EVENTS CENTRE**

Taupō District Council provides swimming, climbing, fitness and recreation facilities for all the family. Our aim is to ensure everybody has a safe and enjoyable visit; please follow our rules and policies, and the instructions of staff.

GENERAL FACILITY RULES AND POLICIES:

- All patrons entering the facility must pay the appropriate fee or have a valid membership.
- If you have forgotten your membership card, please see our customer service desk for assistance. A replacement card fee applies. Memberships are for individual use only, and terms of membership must always be followed.
- Any person who is in breach of the following rules and policies may be asked to leave or issued with a trespass notice as specified under the Trespass Act 1980.

SUPERVISION/ENTRY AGE POLICY:

FITNESS STUDIO

- Minimum age for users is 16 years of age; this includes fitness classes.
- Younger users may only gain access with permission from facility management.
- Children under 16 years who accompany their caregiver must remain in the 'kids room'. The caregiver must be responsible for their behaviour and welfare at all times.

ROCKWALL

- Children under 13 must be actively supervised by a caregiver over 16 years of age.
- Children 13 -15 years old must be signed in by a caregiver over 16 years, who must remain onsite until the user(s) are deemed competent by staff (this excludes members).
- Minimum age to belay is 13 years (this excludes members).

POOLS

We are a New Zealand PoolSafe accredited facility, and the following ratios and entry requirements must be followed.

- Your child is your responsibility.
- Children under 8 years must be actively supervised by a caregiver at least 16 years old.
- For children under 5 years old, a ratio of 1:2 applies; one adult supervisor in the water within arms-reach for every two children under 5 years.
- For children 5-7 years old, a ratio of 1:5 applies; one adult actively supervising for every five children.
- For visitors with children both under 5 and over 5 years of age, there must be a ratio of 1:1:2; one adult supervisor in the water within arm's reach for every child under 5 and two children aged 5-7 years.
- Children under 8 years old are not allowed in the indoor 25-metre lane pool unless an adult is actively supervising from the side of the pool. The adult cannot be in the pool swimming lanes.
- Children under 5 years old are not allowed in the indoor 25-metre lane pool.

- Children under 5 years old are allowed in the outdoor 25-metre lane pool with an adult in the water at arm's reach and actively supervising. The adult cannot be in the pool swimming lanes.
- Actively Supervised: the caregiver must be watching their children at all times and able to provide immediate assistance.

STADIUM

- Children under 13 years of age must be actively supervised by a caregiver over 16 years old.
- Children 13 -15 years must be signed in by a caregiver over 16 years of age.

Staff endeavour to locate caregivers of any lost/unattended children in the facility. If we cannot make contact, the police will be engaged. Please contact our customer services desk, to report lost children.

OPENING HOURS, CLOSURES AND BOOKINGS:

- The Fitness Studio is open weekdays 6am-8.45pm, and open weekends and public holidays 7am-6.45pm.
- The leisure pool and outdoor 25-metre lane pool are open weekdays 6am-8.45pm, and open weekends and public holidays 7am-6.45pm.
- The indoor 25-metre lane pool and sauna are open weekdays 6am-8.30pm, and open weekends and public holidays 7am-6.30pm.
- The rockwall opening hours differ daily. Please see our website or enquire at the customer service desk for current timetable and booking options.
- The stadium and function rooms are open weekdays 6am-8.45pm, and open on weekends and public holidays 7am-6.45pm.
- Opening hours may differ on certain public holidays or special occasions and we endeavour to give as much notice to users as possible when this is the case.
- If an immediate closure is deemed necessary, vouchers may be issued for those admitted within 30 minutes of the closure.
- All facility bookings are inclusive of set up and pack down times. Further information is available on request.

COACHING POLICY:

AC Baths and Taupo Events Centre retain the coaching rights for the facility. Any external coaches must hire space in the facility to coach at an approved time. Approved times will be outside of the normal operating hours of our swim school lessons, aqua fitness programmes or our fitness studio opening hours.

APPROPRIATE CLOTHING:

For the safety and comfort of all users, we reserve the right to use discretion should there be any confusion or concern relating to what is appropriate clothing. Here are some guidelines for what is expected:

- No gang patches, insignia, or offensive tattoos are to be visible in the facility.
- For pool users: Swimwear, rash shirts, swim shorts and full body suits are acceptable. No underwear, denim or cotton material, street clothing, belts, mono or mermaid fins allowed in the pools. All children under three years of age must wear a waterproof nappy and tight-fitting togs to minimise any accidents.

- Fitness studio and rockwall users: A minimum of shorts and singlet and appropriate covered shoes are to be worn at all times. No work boots, open-toe shoes, or stocking/bare feet are allowed. No dresses or skirts to be worn at the rockwall.
- Stadium users: A minimum of shorts and a crop top/singlet, and appropriate non-marking sports shoes are to be worn.

PERSONAL HYGIENE:

- Please shower before entering any pools.
- To avoid faecal accidents, please go to the toilet before entering the pools.
- Do not use the facility if you have had a vomiting illness or diarrhoea in the past two weeks.
- Do not enter if you are currently suffering with contagious viruses/ infections e.g. headlice or chickenpox.
- Ensure all cuts and wounds are properly dressed and covered.
- All fitness studio and sauna users must bring a towel for personal use.

HEALTH & SAFETY:

- This is a smoke-free and alcohol-free facility and grounds.
- Seek medical clearance for any known condition before using the facility.
- Water bottles are recommended when using the facility to keep hydrated.
- Caregivers of people with disabilities can enter free of charge to assist. It is the user's responsibility to ensure a suitable caregiver is present if needed. The pool hoist (maximum load 140kgs), water wheelchair and flotation device are available to assist disabled people to and from the pool. Please request these from staff.
- Cameras of any kind cannot be used in the pools, hydro slides, or sauna. You may take photos of your own family and friends around the facility from outside of the water.
- If you are feeling faint, dizzy or in need of assistance, please alert a staff member immediately.
- All injuries occurring within the facility must be reported to a staff member.
- No public displays of affection, including fondling, excessive touching or kissing is not acceptable in the facility.
- We have CCTV in place for safety purposes. We take no responsibility for loss of items.
- Any physical or verbal abuse, including abusive language towards staff will not be tolerated. Staff are onsite to maintain operations of the facility for your continued use and should be respected at all times. No person within the facility shall behave in such a manner as to jeopardise the safety of themselves or others.

FOOD AND BEVERAGES

- No food is to be consumed in the pools, stadium or fitness studio. Please use the grassed areas, picnic tables, or you can hire a function area within our facility.
- No chewing gum is allowed in the facility.
- Dispose of any litter in the rubbish bins provided.
- All bags, baskets and chilly bins are subject to inspection on arrival.
- No glass bottles are allowed on site. Please use non-spill bottles in

indoor areas of the facility.

- No cooking devices may be brought into the facility.

POOL USERS

- No running around pool area or on bombing island.
- No pushing, fighting or flipping anywhere in or around the pool.
- Soft balls or balls are to be used in the pool only. This is subject to change at the discretion of staff.
- No shoulder rides – adults transporting a young child is acceptable.
- Parents jumping children up from their knees or hands is acceptable.
- No playing on or under the yellow stairs in either of the 25-metre lane pools.
- Indoor 25-metre lanes cannot be used for play at any time.

HYRDOSLIDES

- To ride the slide the appropriate fee must be paid, and the wristband worn and visible
- Sliders must be over 1.1m tall and under 120kg to ride.
- Please wait for green light above slide entrance before entering.
- Sliders must go down one at a time.
- Sliders must go down feet first, lying on their back or sitting.
- Sliders must exit the splash down area immediately.
- Sliders must not attempt to stop or turn around during the ride.
- It is recommended riders do not wear goggles, eyeglasses, jewellery or watches.
- Failure to follow these instructions could cause injury and/or being excluded from hydro slide use for the rest of the visit, with the slide wristband being confiscated.

SAUNA (75 – 80 DEGREES CELSIUS)

- This is not directly supervised by staff – please follow the posted safety instructions
- Users must be 18 years or older.
- A 20 minute maximum stay is recommended at a time, alternating with a cold shower.
- Please exit immediately if experiencing any physical discomfort or activate the labelled emergency button located on wall to alert staff.
- Caution: Hot rocks will burn and over exposure to sauna temperature may result in nausea, dizziness or fainting.

PRIVATE HOT POOLS (38 - 40 DEGREES CELSIUS)

- These are not directly supervised by staff – please follow the posted safety instructions
- Users must be 18 years or older, with a minimum of two people per pool.
- Booking is required, with a 45-minute time limit available.
- Booked time slots are to be adhered to. There are no refunds for missed bookings. If your booking time has passed, another booking can be made, and an additional payment is required.