



Memo

To: QPRC Indoor Sports Patrons
From: QPRC Indoor Sports Staff
Subject: **QPRC Indoor Sports Re-Opening Terms and Conditions (from 11 August 2020)**
Date: 11 August 2020

Please Note

The nation-wide response to COVID-19 (Coronavirus) continues to develop and is changing rapidly.

Sitting above any of our Terms and Conditions are Commonwealth and NSW Government laws, policies and procedures. For example, if you are required to self-isolate due to visiting a COVID-19 hot spot, you are required to do so and are not permitted to enter our venue.

Changes to Terms and Conditions

We have been given permission to change some aspects of our operations to ensure we comply with government requirements. QPRC Indoor Sports is taking a cautious approach for the safety of staff and patrons.

We ask that you read this information carefully as it has very important details regarding the temporary restrictions and processes we will be operating under.

Entering our venue

Every individual must have their temperature checked and recorded upon entry. If an individual records a temperature higher than 38 degrees, they will be required to exit the venue immediately. Patrons refusing to have their temperature checked will be refused entry. Anyone accompanying a participant (e.g. spectator, child in your care) will also be required to leave the venue immediately. We understand the temperature devices may not always be 100% accurate but believe this will help protect our community.

You will also be asked whether you have visited any of the latest COVID-19 hot spots. If you have, you will be required to exit the venue immediately.

Adult Sports

Adult sports will commence from Tuesday 22 September. Separate communication will be sent to participants.

When adult sports are on, there will be limited availability for external hirers.

External Hirers

We will be taking bookings for external court hire. All external hirers or organisations will need to have their own COVID-19 Safety Plan for their participants. For example, a gymnastics club will be required to comply with our terms and conditions as well as their own COVID-19 Safety Plan.

Individuals who want to have a game of squash or host a Birthday Party, will be required to comply with our terms and conditions but will not require a COVID-19 Safety Plan.

In order to reopen for adult sports, we need to do extensive cleaning between each game or user group. Therefore we require a 30 minute break between games so that:

- all participants can leave the facility prior to the next group of participants entering,
- all high touch points, chairs, family change room/disabled toilets are cleaned.

Based on these requirements, we are unable to have back to back user groups.

Please speak to staff in regards to availability. Bookings are essential!

Operating hours are:

Weekdays 9.00am – 5.00pm

Weekends by appointment only

Everything you need to know about booking.

- Call the Centre on 6285 6993 or email indoorsports@qprc.nsw.gov.au to book all sessions. Online services are currently unavailable. As we may experience high call volumes please be patient.
- First in best dressed.
- Payment is required upon booking.
- Payments are non-refundable for no-shows or cancellations with less than 12 hours' notice.
- Sessions can be re-scheduled with 12 hours' notice.
- Please arrive to your session five minutes early and wait outside the facility. The doors will remain locked and staff will let you in.

Other important information

- Individuals must sanitise their hands upon entry.

- Change rooms will not be available. A toilet can be utilised in the family change room/disabled toilets if required.
- Cashless transactions only.
- Transaction/customer tracking will be in place in accordance with NSW Government requirements.
- Social distancing of 1.5m and 1 person per four square metres applies where applicable.
- Only pre-packaged food is being sold from our kiosk. No coffee or hot food.
- You are encouraged to bring your own equipment.

If you have any questions please do not hesitate to give us a call.

Our team is looking forward to continuing to serve the community.

QPRC Indoor Sports

Tel: 02 6285 6993

Email: indoorsports@qprc.nsw.gov.au

Web: www.qprcindoorsports.com.au