

BOOKINGS

TERMS AND CONDITIONS

Bookings Terms and Conditions:

Campbelltown City Council endeavours to provide a safe and enjoyable facility for all users.

Customers making a booking with Leisure Services acknowledge the list of terms and conditions below.

1. A booking is classified as a service that requires some form of interaction from staff to provide the service (other than general supervision which would normally be supplied).
2. Bookings includes but are not limited to include learn to swim, fitness or indoor sports classes, group-based fitness services (such as supervision within weights or cardio area), pool inflatable or group-based water safety sessions.
3. Bookings can be made for individuals or groups (including organisations and school groups).
4. Bookings can be made for one occasion (casual) or multiple occasions (regular).
5. Where a booking request is for multiple occasions, the total number of consecutive occasions shall not exceed 12 individual bookings or extend beyond 3 consecutive months without approval from the Centre or Venue Manager.
6. The centre/venue Conditions of Entry apply to all persons.
7. Bookings applications from school groups are required to meet the NSW Department of Education water safety guidelines for unstructured aquatic activities. These guidelines apply to unstructured aquatic activities including free Swimming Activity Days for individual classes or the whole school, free swimming incorporated in a school swimming carnival and free swimming in a weekly school sport program.
8. Groups and schools need to read the Water Safety Guidelines for Unstructured Aquatic Activities and be familiar with staff and student induction information, the proficiency test ('The Challenge') and how to classify students based on proficiency.
9. Groups and schools need to be aware that at times members of the public may use the facilities and change rooms. The NSW Department of Education website explains the Department's responsibility of supervision within the facilities and changing rooms.
10. Payments for bookings may be paid in person at the centre reception, however this payment method requires the payment to be made prior to the facility hire date and time.
11. All booking cancellations must be submitted via email to the centre. Booking fees will only be refunded if cancellation is advised 7 days prior to the confirmed booking date. A 20% administration fee is applicable to all refund amounts.