

# FAQs

## Aquatic centre closure

Updated 18 October 2023

### LEISURE POOL

**Q: Why can't members and the public use the lap lanes and leisure pool come January?**

A: members and the public can use the lap lanes and leisure pool however space will be limited due to the daily VacSwim program. More information will be communicated once finalised.

**Q: Can we make bookings to use the limited space?**

A: Bookings cannot be made by members, the public or aquatic user groups upon reopening. We will communicate changes to this as they arise.

**Q: Why has the reopening been delayed?**

A: During the leisure pool closure, we took the opportunity to carry out additional maintenance including the extension of the new tiling, minor upgrades to the change rooms (new showerheads and taps), the water slide columns and stairs were resurfaced and repainted, and the Heating, Ventilation and Air Con was reconfigured.

**Q: When will we receive more information about space and bookings and an official reopening date?**

A: Our team is working hard to accommodate more members and public swimmers in the leisure pool and lap lanes. Information regarding availability, booking times and an official reopening date will be communicated in the coming months.

### 50M COMPETITION POOL

**Q: Why is the 50m pool closed?**

A: Recent maintenance on the pool highlighted some issues that need to be rectified. We have now received the engineer's advice regarding the 50m competition pool, and we are now looking at a complete replacement of this pool.

**Q: How long will the pool be closed?**

A: This is a major project, and we expect the pool to be closed for two years. We are currently working on securing funding and assessing our options to complete the project.

### LEISURE POOL

**Q: Why is the leisure pool closed?**



A: The leisure pool surface is being resurfaced with new plaster and tiles, and pool deck tiles are also being replaced as they were becoming slippery due to age. These works will significantly improve the condition of the pool and surrounds.

**Q: When are works happening?**

A: Works are underway and will continue over the next few months.

**Q: What will be the impact during the works?**

A: The entire aquatic centre is currently closed until further notice due to ongoing works on both pools.

Any noise associated with the works may be heard throughout the gym, cafe, and foyer area of the venue.

If you are sensitive to noise, we suggest planning your visit to try and avoid the noisiest periods between 6.45am and 4.00pm weekdays or visiting us on weekends. Ear plugs will be available at reception should you wish to use them.

Some weekend work will take place at a later date. Updates will be provided via our website and Facebook.

**Q: When will the leisure pool reopen?**

A: The leisure pool resurfacing works are progressing as planned and we are expecting the pool to reopen later this year. As the works progress, we will continue to keep you updated via our website and Facebook page ahead of a reopening date.

**Q: When the leisure pool opens will Swim School resume?**

A: Yes, Swim School will resume in the leisure pool in Term One, 2024 and will accommodate as many levels and classes as possible.

**Q: Will aqua aerobics classes resume when the leisure pool opens?**

A: Classes will need to be adapted for shallow water, if this is a suitable option then we hope to resume aqua aerobics.

**Q: Will the sauna reopen when the leisure pool reopens?**

A: Yes, the intention is for the sauna to be available once the pool is open.

## MEMBERSHIPS

**Q: With the 50m pool closure expected to be long term, can I suspend my membership or have an extension on my aqua multi pass card?**

A: Yes, please speak to the Reception or Health & Fitness team and you can suspend your membership at no charge or request an extension on your multi passes.

**Q: Can I get a discount or refund on my membership?**

A: Please speak to our membership or reception team to discuss your options.

HBF Arena members and multi pass holders will have access to the HBF Stadium pools for the duration of the HBF Arena aquatic centre closure. HBF Stadium has both indoor and outdoor 50m swimming pools to choose from and is a great venue for lap swimming. Visit the HBF Stadium website to view the lane availability for the pools and choose the best time for your next swim.

**Q: Will noise from the leisure pool works affect my gym workout?**

A: There will be times noise may reach the gym. If you are sensitive to noise, we suggest planning your visit to try and avoid the noisiest periods and using the gym before 6.45am or after 4.00pm on weekdays or visiting us on weekends. Ear plugs will be available at reception should you wish to use them.

**Q: Are there any changes to the aqua aerobics timetable?**



A: While the 50m pool is closed all aqua aerobics classes are cancelled. We know that you are missing our Aqua aerobics classes, and we are pleased to be offering some additional group fitness classes on our timetable. Classes are open to all of our members and multi pass holders and can be booked through the Client Portal on our website.

- Tuesdays 7.30am – Get Active (Mindful Movement)
- Thursdays 7.30am – Get Active (Pilates)
- Fridays 7.30am – Get Active (Zumba)

We know that your swimming lessons, lap swimming and fitness routines have already been heavily impacted by the ongoing aquatic closures, and we thank you for your support and understanding as we work to upgrade the aquatic centre.

