

FREQUENTLY ASKED QUESTIONS

We have received some questions about the rules and guidelines that will be in place from 11 October 2021. Below, we have outlined everything we know so far from the NSW Government in hope of providing some clarity to our customers.

When is Oak Flats Pool open?

Oak Flats Pool is open 7 days a week from 6.00 am to 6.00 pm, starting from Saturday 2 October 2021.

Who can attend the pool?

We have been advised that patrons can only access our premises if they;

- Have signed in using the ServiceNSW QR Code
- Are fully vaccinated (or medically exempt) if they are 16 years and older. All people 16 years and older must demonstrate they are vaccinated or have a valid contraindication certificate.
- Children younger than 16 years are permitted to enter so long as they have been signed in using the ServiceNSW QR code.

How can I prove I'm fully vaccinated?

You can prove you are fully vaccinated through your:

- [COVID-19 Digital Certificate](#)
- [Immunisation history statement](#)

Where can I access my proof of vaccination?

You can access your proof of vaccination (COVID-19 digital certificate or immunisation history statement) using:

- Your [Medicare online account](#) through [myGov](#)
- The [Express Plus Medicare mobile app](#), which also gives you the option of adding your digital certificate to an Apple Wallet or Google Pay.

How can I get proof in hard copy?

You can ask your vaccination provider to print your immunisation history statement.

You can also call the [Australian Immunisation Register](#) on 1800 653 809 and ask them to send your statement to you. It can take up to 14 days to arrive in the post.

What if I can't get vaccinated?

Subject to the legislation which mandates vaccinations, people who can't be vaccinated may be permitted to enter the facility if they obtain a "contraindication certificate" in the approved form ([found here](#)). Please consult your medical practitioner for further information. It is likely that we will only be permitted to accept a medical exemption in the approved form.

How can I prove to that I'm medically exempt?

Present a hard copy of a medical exemption (contraindication certificate) in the [approved form](#) completed by a medical practitioner.

We kindly ask that you have this information ready before you arrive at the facility, to prevent crowding.

How will you know my proof of vaccine or medical exemption is authentic?

At our discretion, we may attempt to verify that your "proof of vaccine" is authentic. We remind you that it is a federal offence to falsify this information.

I am fully vaccinated but do not wish to show staff proof of my vaccination status, can I still enter the facility?

No, unfortunately to be eligible to enter the facility, staff will need to view proof of vaccination before entry is permitted.

When will the Albion Park and Warilla Pools open?

Albion Park and Warilla Pools are scheduled to open on Monday 1 November 2021.

Are bookings required?

Bookings are essential and can be made online on our website. All sessions must be booked in advance as we are unable to accommodate walk-ins. Please do not call to make the booking.

Can I turn up and make a booking at the pool?

No, bookings are essential. All sessions must be booked online in advance as we are unable to accommodate walk-ins.

When do booking timeslots open?

Bookings can be made up to 7 days in advance and opens on Sundays.

How long is a booking for?

Your booking is for 45 minutes in total for swimming and entering and exiting the pool. This is to allow staff to clean and wipe over touch points between sessions.

No sunbaking is allowed – lap swimming or recreation/ splash swimming only.

What if I am running late for my booking?

If you arrive late, the end time for your booking will not be extended.

How many bookings can I make?

We ask that patrons please limit your bookings, or book less busier timeslots, to ensure others can access the facility.

If I am a member, do I get priority access?

No, members and casuals have access to the available timeslots.

What admission and entry passes will be available?

General admission, 10 and 25 swim passes, and summer and annual passes will be available. Children underschool age and spectators are free.

Users that purchased Annual or Winter Passes before lockdown will be offered a refund or a discount on their chosen pass.

Cashless payments are preferred, please consider purchasing 10 and 25 swim passes or a seasonal pass to reduce contact with staff.

Will there be Learn to Swim and Squads program available?

We are asking users to be patient while we gradually open the facility to the community. Once we have achieved this, we will gradually introduce Squads and Learnto Swim back into the facilities schedule. Please continue to check our website or socials for more details.

What amenities will be available?

Minimal use of the communal facilities will be available. The change rooms and shower area will be closed, the toilets will be accessible.

We encourage patrons to use your own bathroom before attending the facility.

Will there be a kiosk be open?

No kiosk available and retail area will be closed.

Is the pool heated?

Yes, all pools are heated.

Will the toddler's pool be open?

Yes, the toddler's pool will be open.

Booking will be essential online.

Is there disabled access?

Yes, there is disabled access to the 25m pool.

Where do I park?

Car parking is available and parking restrictions apply.

To ensure no gatherings outside of the pool in the car park:

- we are allowing 15 minutes between groups
- we encourage patrons and visitors to leave immediately after you have completed your booking
- we encourage patrons and visitors to not turn up early for their booking
- patrons who do arrive early are requested to wait inside their cars until your booking time

The pool may close due to electrical storms or water quality issues – what will happen to my booking?

Another booking will be arranged, please contact us via email graham.suckley@shellharbour.nsw.gov.au to organise a new booking.

What areas are available for use and able to be booked?

There are 4 sections –

- 25 metre heated pool – 5 lap swimming lanes and 1 walking and gentle exercise lane
- 50 metre heated pool – 7 lap swimming lanes (up to 10am) and 5 lap swimming lanes (after 10am)
- 50 metre heated pool – recreation /splash swimming after 10am
- Toddlers pool – recreation/splash area

How can I book a swimming lane with a friend or multiple lanes as a group?

Unfortunately, spaces are limited, and we are unable to make group bookings. Each patron is required to log on and make their own individual booking.

Can I bring balls or pool toys?

No, use of the facility is for lap swimming or recreation/splash swims only.

How can I make a booking as a parent or guardian with a child?

Every child will need to be booked in as per usual booking procedure. For children aged 16 years and older, you must provide proof of vaccination or have a valid contraindication certificate.

I am a carer, can I come into the Pools to accompany a child/adult?

Yes, as long as you are vaccinated and if they are 16 years and older, have proof of vaccination.

Booking Confirmation

Once you secure your booking online you will receive a confirmation to your nominated email address.

Booking Cancellation

Please call the Oak Flats Pool 42561362 stating day and time.

If you need to reschedule please go to the booking system and re-book.

Can I make a booking and come and have a look at the facility?

No, bookings must be for exercise purpose only.

FACILITY COVID SAFE REQUIREMENTS

All patrons are required to:

- Stay away if they are unwell
- Check in and out with the QR code
- Show the COVID marshal your successful check in and also your 'green tick' of vaccination/contraindication certificate
- Always keep 1.5 metres from others.
- Swim and Go - Help us keep the centre clear of congestion.
- Capacity limits

In order to avoid congestion at the entry, we request that patrons check-in themselves via the QR code with their own device. Staff assistance with check-in will be limited and you may be asked to wait until others are cleared from the entrance before assistance can be provided.