

Introduction of 'Extra swim' entry fee

Monday 11 January, 2021

What

- We are introducing a new reduced fee for our program participants to have an 'extra swim' outside of their enrolled program time on the same day, where they do not have a current membership.

When

- This fee will be introduced at the start of February, in line with our Term 1 lessons commencing.

Why

- Program fees are established to cover the costs of the relevant program, not general admission as well.
- Outside of their enrolled program time, participants are required to pay general admission or have a current membership if they want to swim outside their program.
- Previously, participants were allowed 10 minutes either side. However, this is not fair for all members, program participants (based on day/time enrolled) or non-program participants who have paid general entry.
- We have identified this is being regularly taken advantage of and customers are using the pool for extended periods of time outside their program without paying.
- staff having to regularly enforce this and customers are disregarding their instructions.
- Due to the impact of COVID19 restrictions, we have had to review and change how we operate.

Aim

- To provide a fair and consistent fee that recognises program participants have paid for their enrolled program also, whilst applying a user pays approach.

What we thought about

- The easiest and fairest way to implement a fee that takes into consideration all user groups, members and facility attendees
- Our existing fees & charges structure, services and facilities offered

Main outcomes / changes

- To introduce new reduced fee of \$2.00 to swim outside of enrolled program time on same day, where participants do not hold a current membership or season pass.

We would appreciate your feedback on our proposed changes.

Please email your feedback to info@sapphireaquatic.com.au or drop in at Sapphire Aquatic Centre