

# MAC Reopening Update Frequently Asked Questions

23 November 2020



We've put together this list of frequently asked questions to help you get the answers you may need in relation to our reopening. If you still have a question after viewing this FAQ, please contact us by phoning 9032 4100 or send us an email to [mac@maribyrnong.vic.gov.au](mailto:mac@maribyrnong.vic.gov.au)

## Who can access the Centre?

MAC members and the public have access to the Centre, and bookings are essential should you wish to attend.

## Do I have to wear a face covering?

Yes, face coverings must be worn at all times when lining up to enter the centre and when moving through the centre. The only exceptions to this are when you are swimming or undertaking strenuous exercise.

## What hours can I attend?

Our opening hours from Monday 23 November 2020 will be:

- 5.45am to 10pm weekdays.
- 8am to 6.15pm on weekends.

In accordance with State Government restrictions, bookings are essential to attend MAC. All bookings must be made via the via the Online Client Portal which can be accessed via our website at [www.maribyrnong.vic.gov.au/mac](http://www.maribyrnong.vic.gov.au/mac)

No booking, no entry, no exceptions.

## What facilities will be open?

Patrons will be able to book sessions to the lap pool – which will be set up in the 25m configuration, leisure pool, and warm water pool – divided into 6 sections, Health Club and Group Fitness classes.

## What facilities will remain closed?

At this stage the spa, sauna and steam room will remain closed to adhere to the restrictions set out by the Victorian government.

The Learn to Swim program will also remain closed until further notice.

## When will occasional care resume?

Occasional care will resume on Monday 30 November 2020

## Will my existing membership be reactivated?

Members must opt in to have their membership reactivated at a temporary discounted rate. If you do not contact the centre, your membership will remain on a free suspension until further notice. If you wish to remain on suspension, you can still access the centre by paying casual rates.

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## How can I book into a swim/Health Club/group fitness session?

Simply visit the Online Client Portal and sign into your account or create a guest profile. If you require further assistance with this please visit [www.maribyrnong.vic.gov.au/mac](http://www.maribyrnong.vic.gov.au/mac).

## How many sessions can I attend per day?

Patrons are able to book a maximum of two sessions per day.

## How do I pay for my session?

Payment is required in advance and can be processed through the [Online Client Portal](#). Refunds are not available.

## What are the session times?

Please view our timetable outlining swim/health club/group fitness session times on our website.

## What are the new relaunch memberships?

Membership type	Discounted cost	Details
Aquatics	\$20 per fortnight	Access to the Lap Pool and Warm Water Pool.
Health Club	\$26.50 per fortnight	Access to the Lap Pool and Warm Water Pool as well as the Health Club and all Group Fitness Classes.
Seniors	\$16 per fortnight	Access to the Lap Pool and Warm Water Pool as well as the Health Club and all Group Fitness Classes between 7.30am and 3pm.
Active Teens (existing Active Teens members only)	\$16 per fortnight	Unlimited access to the Lap Pool. Health Club access between 7am – 5.30pm as well as Active Teens Group Fitness Classes.

## I am not a member and would like to join up how do I do so?

During this COVID-19 period we do not accept walk-ins for new membership sign ups or enquiries. This is to ensure we abide by State Government regulations including contact tracing and social distancing. To sign up to one of our Relaunch memberships please visit our Online Client Portal

## I have a results membership, what are my options?

At this time, Results memberships will remain on FREE suspension and will not be reactivated until such time that we can offer the full service of this membership to you. This means that you have the option to take up one of the discounted memberships above and you may additionally purchase Personal Training sessions with your chosen Personal Trainer.

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## Will I have access to my normal personal training sessions?

Yes. Personal Training can still be booked with your usual Personal Trainer. Personal Training sessions will take place outside and will only be conducted in the Health Club if there is available space once bookings have been finalised. All Personal Training sessions must be pre-purchased online and booked directly with your chosen Personal Trainer.

## How much are personal training sessions?

Prices for Personal Training sessions for Members remain unchanged.

- 30 min session - \$45.00 / 11 session pack - \$450.
- 60 min session - \$72.00 / 11 session pack - \$720.

## How do I pay for and book my personal training sessions?

All Personal Trainer sessions and packs must be purchased online via the Online Client Portal in advance of your session. Once you have purchased your sessions, you are able to contact your Personal Trainer to book in your session time.

Activity	Cost
Adult Lap Swim/Warm Water Session	\$7
Concession Lap Swim/Warm Water Session	\$5
Child Lap Swim (10-15year old)	\$4
Gym Visit/Group Fitness Session	\$10
Seniors Gym/Swim or Group Fitness Session	\$5
Active Teens (must have an existing Active Teens membership that is currently on suspension)	\$5

## Can I use my multi visit pass?

Patrons are unable to utilise their multi-visit passes at this stage - all visit pass expiries will be automatically extended.

## What will I need to bring with me?

- A fitted facemask
- Your MAC access card (if you do not have one please ask one of our team to print you one)
- A water bottle - there will be access to water fountains during your time however, only to refill bottles. You will not be able to drink directly from drink fountains
- If swimming please arrive with your bathers on under your clothes in order to utilise your full time allotment
- Towel and warm clothes to get dressed into after your swim
- Towel and or exercise mat if you are attending a health club or group fitness session

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## Will I have access to change rooms?

Yes, change rooms are open for changing only – showers will not be accessible. Patrons are expected to arrive at the centre ready to swim. A towelling robe is the quickest way to enter and leave the facility.

## Will I have access to the toilets?

Yes, however we do ask that you use the facilities prior to visiting the centre to reduce traffic in these areas.

## Will I have access to the lockers?

No, locker access is not permitted. This is to reduce the number of contact surfaces. Belongings are not to be left in change rooms. Please leave your valuable items at home.

## Will I have access to the water fountains?

Yes, however, only to refill bottles. You will not be able to drink directly from drink fountains. Please ensure you bring your own bottle from home.

## Do I need to bring my mac access card?

If you have a membership/access card please bring it with you to the Centre. If you do not have a card please let one of our team know and we will be able to print you one when you visit.

## How do I get into the venue?

Make your way to the Main Entry. You may be required to wait at the doors prior to your session start time. Please be wearing your face mask and use the hand sanitiser provided on entry. Follow the floor markings and line up at the Front Desk, keeping 1.5 metres away from others.

## How do I leave the venue?

If you have attended a pool session or a group fitness session exit the Centre via main Entry doors. If you have attended a health club session, exit via the rear doors of the gymnasium. Pathways will allow access back to the main MAC carpark. Staff will provide direction and there will be signage to lead the way.

## Will you be conducting temperature checks?

Yes. All staff and patrons will be subject to a temperature check prior to entering the facility. Those who record a temperature equal to or greater than 37.4 degrees or refuse a temperature check will be denied entry.

## How long will I have to swim?

Swim sessions will run for 45min. You will then be asked to quickly towel off and dress. There will be no access to showers.

## How long will I have in the health club?

Health Club sessions will run for 1 hour.

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## How long will group fitness classes run for?

Group Fitness classes will run for 30 or 45min – please see timetable for further information.

Please note that all Cycle/RPM classes will take place in the main Group Fitness room until further notice.

## Can I visit the café?

Yes, for take-away purposes only. Please utilise contactless payment and not cash.

## What cleaning plan is in place at Maribyrnong Aquatic Centre to keep me safe?

- Hand sanitiser stations
- Thorough cleaning regimes after each session
- Removal of touch points throughout the facility such as lockers
- Introduction of sneeze guard barriers at customer service desk
- Staff received health and safety training prior to recommencing work.

## What can I do to keep others safe?

- Wear your facemask at all times while moving around in the centre.
- Wash hands regularly with soap and water or hand sanitiser
- Cough or sneeze into your elbow
- Smile or wave to greet others – no handshakes or hugs
- Avoid touching surfaces where possible
- Maintain 1.5m social distancing
- Avoid congregating in communal areas such as the café or the foyer
- Follow requests by staff, they are here to help!

## How can I complete my rehabilitation work?

Although numbers in the warm water pool are limited, patrons also have access to the walking and gentle exercise lane in the lap pool to complete rehabilitation exercises.

## Is squad training on at this time?

Squad training is returning from Monday 23 November 2020. Please direct all enquiries regarding squad training to Western Aquatic Academy at 0411 161 147.

## Are swimming lessons available?

No, not at this stage. We are working with Federal and State Government regulations and will advise the community of a re-start date.

## Is the spa, steam room or sauna room available?

Not at this stage, we will advise the community when these restrictions ease.

## I require assistance from a carer when I visit, how can I book this in?

You must call the centre on (03) 9032 4100 if you would like to book in a session with a carer.