

HANMER SPRINGS THERMAL POOLS & SPA

RISK MANAGEMENT

ASSOCIATED RISKS:

- Drowning
- Dehydration
- Wet, slippery surfaces
- Ice on surfaces during winter
- Physical injury if disregard Water rides Rules
- Unsupervised children
- Those under the influence of drugs and/or alcohol
- Placement of head under the water in the thermal pools
- Sunburn
- Bee stings

MANAGEMENT OF RISKS:

First Aid:

Staff trained to “National Pool Lifeguard Award” administered by “Skills Active”

- Staff trained to ‘Workplace’ first aid level
- Several staff trained to ‘Advanced’ first aid level
- Six weekly all staff have refresher first aid training
- Lifeguard Manager and Training Coordinator ensure certificates are current
- All first aid incidents are recorded by area and incident compiled on a monthly basis and reviewed at monthly Health and Safety meetings

Health and Safety:

Hanmer Springs Thermal Pools & Spa is committed to ensuring the facilities are safe and healthy by complying with the Health and Safety Act and associated regulations.

The Health and Safety process starts with the pool lifeguard induction training where the identification of safety hazards is stressed. Hazards identified are recorded in the maintenance folder, which is reviewed daily by operations staff and reviewed again at the monthly Health and Safety meetings.

Safety cards for customers are displayed for customers to read on entry to the complex.

Emergency Evacuations:

Emergency evacuation training is undertaken on a regular basis with local Fire Brigade, Civil Defence, Police and First Response involved.

Groups:

Safety information and requirements will be faxed or emailed to groups as they enquire. An introduction to the complex and its requirements will be given to school holiday programs, and groups with a large amount of children present before entering the water.

Hanmer Springs Thermal Pools recommends a ratio of one caregiver to a maximum of 6 children. Caregivers are required beside the pools actively supervising their group.

Actively supervising means watching your children at all times, able to provide immediate assistance.

Whilst the Hanmer Springs Thermal Pools & Spa take all care, the ultimate responsibility for adhering to the safety guidelines rest with the individual.

HANMER SPRINGS THERMAL POOLS & SPA SAFETY INFORMATION

To ensure your enjoyment and safety please take the time to read the following guidelines.

- Due to health requirements putting your head under the water in the thermal pools is not recommended.
- Prolonged use of the higher temperature pools can cause dehydration and therefore fainting. We recommend you alternate between hotter pools and cooler pools and maintain a regular intake of fluids.
- All surfaces are slippery when wet therefore in the interest of your safety please WALK ONLY and refrain from climbing over rocks.
- Children under 8 years of age are not permitted in these premises unless *actively supervised* by an adult at least 16 years of age and over. However schools and groups are recommended to have **ONE SUPERVISOR FOR EVERY SIX CHILDREN REGARDLESS OF THE CHILDREN'S AGES.**

ACTIVELY SUPERVISING means: Watching your children at all times and are able to provide immediate assistance.

- Children under 5 years of age are required to be directly supervised by an adult. The adult must be within arms-length of the child at all times, even when the child has floatable aids on.
- We require an acceptable standard of swimming attire to be worn when bathing within the thermal pools complex.
- Food and/or drink are not permitted in any of the pool areas however picnic areas are provided for the consumption of refreshments.
- Absolutely no glassware or crockery is permitted on the complex.
- Alcohol may not be brought into the complex. Provision for refreshment is provided at the Garden House Café.
- This is a smoke-free complex.
- Please comply with any lifeguard instructions and complex signage. Non-compliance with these conditions will result in expulsion from the complex without refund.
- We advise pregnant women to use thermal rock pools 37° or below

Whilst Hanmer Springs Thermal Pools & Spa takes all care, ultimate responsibility for the above safety features is yours.

Water rides.

- Minimum height for riding the water rides is 1.2 meters.
- With exception, if the child is over 5 years of age and under 1.2m. In this case a caregiver can accompany the child if agreed with the cashier on entry or the lifeguards.
- Should you suffer from a medical condition that could be aggravated by the use of a water ride, please seek medical advice prior to use.

Sun Safety.

Please remember the constant dangers of the sun's harmful rays. Remember to protect yourself, apply plenty of sunscreen lotion regularly, and wear a hat and cover up whenever possible. SLIP, SLOP, SLAP AND WRAP!!

REFUNDS.

Hanmer Springs Thermal Pools & Spa does not provide refunds in the event of power cuts where the complex may be temporarily closed for safety reasons.

Booking and Cancellation Policy for all activities booked through Hanmer Springs Thermal Pools & Spa:

Please note all bookings must be confirmed a minimum of seven days from the date of activity, and final numbers of persons attending must be confirmed at least 48 hours prior to the booking.

Changes to the numbers of persons attending cannot be made within 48 hours of the arrival time of the activity.