ETIQUETTE & REGULATIONS

SPORTING CLUB OF SYDNEY

FACILITY ACCESS

- Access is not permitted to any persons without a valid physical or digital card. Screenshots of cards are not permitted.
- Member's photo cards are not transferable and can only be used by the member. Misuse is against the regulations that govern membership and will result in card confiscation.
- Members are reminded they are responsible for the behaviour and actions of their guests.
- Guest cards are transferrable and can be used by any person nominated by the member.
- Club card holders will not be permitted access unless accompanied by the holder of a Member or Guest Card.
- Digital guest cards that have been shared by a member will disable the corresponding physical card. Access will not be permitted to a guest with a disabled physical card until the member has retrieved the digital version of the card.
- Children 5 years of age and above require a valid card or pass for entry.
- Children below the age of 16 **must be supervised by a parent or legal guardian at all times**. A legal guardian is defined as any person of 18-years and over given supervisory responsibilities.
- Children left unsupervised will be removed from the facility and their parents and/or membership holder will be contacted.
- Persons 16 years of age and over are permitted to access the facility with a valid membership card provided they have **presented valid identification** to Reception prior to entry. A wrist band may be provided, at the discretion of staff, to indicate they are permitted to use the facility unsupervised. Random wrist band checks will be performed by staff. Any persons who cannot present valid identification and/or a wrist band to staff will be removed from the premises and the membership may be contacted.
    - Valid forms of identification include physical identification documents, logging into the ServiceNSW app, or a valid school online portal.
    - Screenshots of any form or verbal confirmation from a parent or guardian will not be permitted.
- Please ensure you scan in and out with the same card every time you visit. Members are able to purchase additional day passes for guests from Reception.

CHILDREN'S ENTRY

- Children 5 years of age and above must have a valid card (guest or club card) to access the club.
- Children below 5 years of age may access with a parent or guardian. They will need to obtain a wrist band from reception to indicate they must remain within arm's reach at all times.
- Where a card is not available, a junior day pass may be purchased from reception.

- Children under 16 years of age must be supervised by a parent or guardian in the club at all times and can only access the 25m pool, the 50m pool, squash courts and café.
- Children under 16 years of age are strictly not permitted in the gym spaces, hydrothermal areas, Day Spa, or left unsupervised in any areas of the club.

GENERAL ETIQUETTE

- Members are responsible for the behaviour of their guests and for the appropriate usage of their cards.
- Staff reserve the right to request to view membership cards.
- Card checks may be conducted at any time. We ask that members please follow any instructions provided by staff during this process.
- Please travel quietly throughout the hallways and be mindful of members/guests within the Day Spa and the Mind & Body Studio.
- Shoes and shirts must be worn whilst travelling throughout the facility. This includes when travelling between the wet areas and the changerooms.
- Aggressive, abusive and rude behaviour towards staff and patrons will not be tolerated.

DRESS CODE

- Please ensure appropriate attire is worn in the Sporting Club at all times, including our aquatic areas. This includes when entering and exiting, moving around the club, throughout the hallways and at the S.C Canteen.
- If you are travelling between changerooms and aquatics facilities, please ensure you are clothed and wearing footwear through the hallways - you are welcome to use an additional locker alongside the indoor pool to store these items whilst swimming.
- For your safety, footwear must be worn at all times while walking through the club. This includes to and from the change rooms to the pools.
- Appropriate activewear must be worn when using the gym facilities.
- Appropriate swimwear must be worn in aquatic and hydrothermal areas. Underwear or activewear is not permitted.
- When accessing the S.C Canteen whilst using the outdoor pool, we request that clothing or a towel is used for coverage for the comfort of cafe customers.

CHANGE ROOMS

- Please respect your surroundings and other users of the changerooms. Deposit used towels and trash into the appropriate receptacles.
- Usage of mobile phones for photo or video purposes is not permitted in change areas.
- We request all children 5 years of age and above to use gender appropriate changerooms for the comfort of other members and guests. Where supervision is required, we request for you to use the family changerooms closest to the indoor pool.

INDOOR AND OUTDOOR POOL

- Please respect direction from staff and lifeguards at all times. The lifeguards are there to ensure the safety of all members and guests.
- Please ensure you consider the safety of yourself and other patrons in the pool areas.
- Please shower both before and after use of the pool.
- Please adhere to the lane usage system and stick to designated use. E.g. no swimming in walking lanes.
- Correct swimwear with appropriate coverage must be worn at all times.
- Only approved contractors and VNSW Staff are permitted to instruct or provide any form of coaching or instructing in the club.
- **Children under 16 years of age must be actively supervised by a parent or guardian at all times. The lifeguards are not babysitters and are required to remain vigilant for all users of the pool. Children supervision guidelines are as follows:**
    - **0 years up to 5 years old: within arm's reach of parent in the water. Must wear a wrist band obtained from reception or a lifeguard.**
    - **5 years up to 10 years old: parents maintain constant visual contact and are prepared to act if necessary.**
    - **10 years up to 16 years old: parents must maintain visual contact at all times.**
- **Swim nappies** and appropriate nappy covers are compulsory for infants and children not yet competent with their toilet training. It is the responsibility of the parent or guardian to ensure the pools are protected in the event a child has a mishap. Swim nappies are available for purchase at Reception.
- Please help us keep the pools contaminant free to prevent closures. Breastfeeding whilst in the pool is not permitted. Please check all children have gone to the bathroom prior to their swim. If any persons are unwell please avoid swimming.
- No running or bombing.
- No diving in undesignated areas.
- **To protect others, don't swim if:**
    - You have had diarrhoea in the past two weeks
    - You have cryptosporidiosis or germs like E.coli, shigella and viruses, which are transmitted through the faecal-oral route. They are highly contagious and spread by people accidentally swallowing pool water that has been contaminated. This causes people to be sick with symptoms such as diarrhoea, nausea, vomiting, abdominal cramps and fever.

HYDROTHERMAL - SAUNAS, STEAM ROOM, HOT SPA AND COLD PLUNGE POOL

- Children under 16 years of age are strictly not permitted in the hydrothermal areas.
- Children 16 years of age and over are permitted to use the hydrothermal areas provided they can **present a valid wrist band** obtained from Reception with a positive identification check. The wrist band is to indicate they are permitted to use the facility unsupervised. Random wrist band checks will be performed by staff. Any persons who cannot present valid identification and/or a wrist band to staff will be removed from the premises and the member may be contacted.

- Members are required to **shower before and after and in-between** using each of facilities in this area including the hot spa, cold plunge pool, the traditional sauna or steam room.
- The infrared sauna is by appointment only, bookings can be made at Reception or through Mindbody. Please ensure you enter the Infrared sauna dry, and lean against the panels to receive the full benefit of the infrared sauna.
- Please do not place towels at the base of the sauna door. This is a trip hazard and is unsafe for required airflow.
- Please ensure appropriate swimwear with adequate coverage is worn. Underwear or activewear is not acceptable.
- Seek medical advice if you are concerned about your health. This includes if you are pregnant, have a heart condition, are affected by drugs or alcohol, or any other contraindications.

INFRARED SAUNA

- Bookings essential. Maximum of 4 people per booking.
- There is a limit of 3 Infrared Sauna bookings per calendar week. Any additional bookings may be cancelled.
- Sessions start on the hour for 45 minutes.
- You must be dry prior to use.
- Towel usage compulsory.
- Lean against black panelling for optimal results
- Please do not disturb while in use.

TRADITIONAL SAUNA

- Please limit use to maximum of 15 minutes.
- Please shower before and after use.
- Do not block air gap under door.
- Appropriate swimwear must be worn.
- Towel usage is compulsory.
- Please only place water on to rocks, a small amount at a time.
- Do not use essential oils or other products

STEAM ROOM

- Please limit use to maximum of 15 minutes.
- Please shower before and after use.
- Appropriate swimwear must be worn.
- Towel usage is compulsory.
- Do not use essential oils or other products.

TOWEL SERVICE

- Members and guests are permitted to one bath towel and one gym towel per day. Additional towels may be hired for $3.00 at Reception.
- We request members and guests to be respectful of the facility cleanliness and deposit used towels into a towel receptacle.

MAIN GYM AND CARDIO GYM

- Please ask staff for correct technique and advice on equipment.
- Replace all equipment to its correct rack and storage area after use.
- Share equipment by allowing others to "work in" with you between sets. i.e. please do not sit on the equipment while you are resting between sets, or reserve the machines using your belongings.
- Please limit the use of phones during peak times to reduce waiting times for equipment.
- Gym towels must be used at all times and equipment must be wiped down after use.
- Correct gym attire, particularly enclosed shoes and shirts must be worn at all times.
- Only approved contractors and Venues NSW Staff are permitted to instruct or provide any form of exercise program, service or coaching in the club.
- Children under 16 are not permitted in the gym areas.
- Children 16 years of age and over are permitted to use the gym provided they have **presented valid identification to obtain a wrist band** from Reception prior to entry. This is to indicate they are permitted to use the facility unsupervised. Random wrist band checks will be performed by staff. Any persons who cannot present valid identification and/or a wrist band to staff will be removed from the premises and the membership holder contacted.

DAY SPA

- Please ensure you arrive 15 minutes prior to your appointment time otherwise your treatment time may be reduced.
- We encourage the use of our hydrothermal facilities prior to treatment. The use of hot and cold therapy offered at the Sporting Club of Sydney holds a range of benefits including stress management, muscle recovery, and skin permeability.
- Please shower both before and after using these facilities. Please DO NOT enter the
- hydrothermal facilities after having spa products such as massage oil/facial products applied.
- This may cause a reaction for those with sensitive skin and can cause unwanted oil residue within aquatic facilities.
- Children under the age of 16 are not permitted in the Day Spa.

CHILD MINDING

- All usage must be pre-booked in advance as per the age-group categories.
- Cancellations within 2 hours of start time will not be refunded.
- All booking times must be strictly adhered to when dropping off and picking up your child.
- Children are not permitted to attend the child minding service if they have a temperature, cold sores, conjunctivitis, head lice or have had diarrhoea/vomiting in the past 24 hours.
- No food or drink other than water is permitted into the child-minding room.
- Parents are required to change their own child's nappy whilst their child is in the club.
- Personal belongings brought into the club (toys) are the responsibility of the owner.

VIRTUAL GOLF

- All usage must be pre-booked in advance.
- All booking times must be strictly adhered to and session time includes setting up and
- packing away.
- Correct attire, particularly enclosed shoes and shirts, must be worn at all times.
- Food and beverages purchased from the Café are permitted but must not leave the premises.
- External food and beverages are not permitted.
- Only approved contractors and VNSW Staff are permitted to instruct or provide any form of coaching or instructing in the club.
- Children under 16 years of age are permitted but must be supervised by an adult at all times.

SQUASH COURTS

- All usage must be pre-booked in advance.
- Please check-in to your booking at Reception to mark your arrival.
- All booking times must be strictly adhered to and session times include setting up and packing away.
- Correct attire, particularly enclosed shoes with white soles, must be worn at all times.
- Only approved contractors and VNSW Staff are permitted to instruct or provide any form of coaching or instructing in the club.
- Children under 16 are permitted and must be supervised by an adult at all times.

CABANAS

- Cabanas must be booked online or at Reception.
- There is a limit of one cabana booking per day. Any additional bookings may be cancelled.
- Cabanas can be used for a maximum of 90-minutes per day.

BIKE RACKS

- Bike racks are available to use during club operational hours.
- When using the Bike Rack storage area, you accept the Terms & Conditions as displayed on entry.
- Venues NSW is not liable for any loss, damage or theft of your bike (or any other equipment) stored in the bike shed.
- Please note, members are required to bring their own bike locks.