

Your Complete Guide to Narromine and Trangie Pools

One guide for everyone: swimmers and families, parents booking lessons, schools, swimming clubs, coaches, Learn to Swim providers and private events. Tap your area and follow the steps. Includes the full Booking Policy.

Narromine

Trangie

2026/27 season

Policy v5.0

THRIV3 Aquatics customer portal

thriv3aquatics.perfectmind.com

Need help? 1800 002 823 | Pools@THRIV3.com.au

Version 1.0, October 2026

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Tip: the blue buttons open the real page in your web browser. They work on a phone, tablet or computer. Every page has links back here.

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Quick links

Tap a button to open the page you need.

I want to...	Tap here
Create a free account	Sign up ›
Log in or reset my password	Log in ›
Buy a season pass	Season passes ›
Book Learn to Swim at Narromine	Learn to Swim Narromine ›
Book Learn to Swim at Trangie	Learn to Swim Trangie ›
Book Aqua Fitness	Aqua Fitness ›
Book a lane, carnival or the pool at Narromine	Pool hire Narromine ›
Book a lane, carnival or the pool at Trangie	Pool hire Trangie ›
Pay a swimming club or season coach fee	Season fees ›
Send booking documents or ask a question	Email us › or call 1800 002 823
Check hours and prices online	Hours and fees ›
Read the booking policy	Booking policy ›

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What has changed this season

Three big changes under the THRIV3 Aquatics Booking Policy (version 5.0).

1. Book online only All bookings, season fees and enrolments go through the customer portal. We no longer take bookings by phone, email, text or in person, and there is no paper form.	2. Pay within 4 days Requests are held for 4 days. If full payment (and the \$200 deposit, where it applies) isn't in, the booking cancels and the time is released.	3. Book 6 weeks ahead From Saturday 10 October to Friday 30 October 2026 you can book 1 day ahead. From Saturday 31 October 2026, every booking needs at least 6 weeks' notice.
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Planning Term 4 swimming, a carnival or a December event? Book now. From 31 October anything inside 6 weeks can't be booked.

How a booking works

1 Create your account	2 Request your time online	3 We check it and confirm the total	4 Pay within 4 days and email your documents
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Your booking is confirmed once payment and your documents are in. We're happy to walk you through your first booking on [1800 002 823](tel:1800002823), but the booking itself must be made online.

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Create your free account

Do this once. Then you can buy passes, book lessons and hire the pool any time.

1 Open the login page

2 Tap Signup

3 Fill in your details

4 Submit and check your email

- 1 Open the login page. [Open login page >](#)
- 2 Next to "**Don't have a login?**", tap **Signup**.
- 3 Fill in every box marked **Required**: name, gender, birthday, phone, email, first emergency contact and their phone, and your address.
- 4 Tick "**I'm not a robot**" if it appears, then tap **Submit**.
- 5 Check your email for your login details. Look in your junk or spam folder if it isn't there.

Families: create the account in the parent's or carer's name, then add each child as a family member (section [05](#)).

Schools, clubs and coaches: make one account for your organisation, using a shared work email (for example sport@school.nsw.edu.au) so it stays with you when staff change.

Casual entry doesn't need an account. You can just pay at the front desk.

The sign-up form. Fill in every Required box.

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Log in and reset your password

Log in

- 1 Open the login page. [Open login page >](#)
- 2 Type your **Email** and **Password**, then tap **Login**.
- 3 You can also tap **Login** at the top right of any booking or season pass page.

Forgot your password?

- 1 On the login page, tap **Forgot password?** under the password box.
- 2 Type the email address you signed up with and tap **Reset password**. We email you a link to set a new one.
- 3 If you see "The username wasn't found", check the spelling, or tap **Signup** to create an account.

THRIV3 AQUATIC CENTRES

Trangie and Narromine pools

Book a lane, hire the pool for your club, school or event, or buy a season pass. Log in or create a free account to manage your bookings.

[Pool hire - Narromine](#) [Pool hire - Trangie](#) [Season passes](#)

[Hours and fees](#)

Narromine Aquatic Centre
41 Burraway Street, Narromine NSW 2821
50m pool, children's pool and splash park

Trangie Aquatic Centre
49-51 Goan Street, Trangie NSW 2823
Heated 25m pool and children's pool

2026/27 season hours: mornings 8am to 8am (both pools), weekday afternoons Narromine 1pm to 6pm and Trangie 3pm to 6pm, weekends 10am to 6pm (both pools).
Contact: 1800 002 823 | Pools@THRIV3.com.au

THRIV3 (Indigenous Corporation) acknowledges the Traditional Custodians of Country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to Elders past, present and emerging.

The login page. The buttons on the right go straight to pool hire and season passes.

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Your account and paying invoices

After you log in, the menu gives you these areas.

Menu item	What it is for
My Profile	Your details, family members, bookings and passes, invoices and receipts.
Memberships › Buy Membership	Season passes, swimming club fee and season coach fee.
Book a Lane › Book at Narromine / Trangie	Lane hire and pool hire requests.
Activity Registration	Learn to Swim and Aqua Fitness.

To...	Do this
Update your phone, email or address	Open My Profile , edit your details and save.
Add a child or partner	Open My Profile and add a family member, with their correct date of birth. They can then be chosen for passes and lessons.
See your bookings and passes	Open My Profile and look at your schedule and memberships.
Pay an invoice (including pool hire)	Open My Profile , find the invoice and pay online by card. You can pay more than one at once.
Print a receipt	Open My Profile , find the payment and print the receipt.

Pay on time. Overdue invoices get reminder emails, and a 10% late fee is added 14 days after the due date. You can also pay at the front desk of either pool.

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Opening hours and entry fees

All prices include GST.

Opening hours	Narromine	Trangie
Weekday mornings	6am to 8am	6am to 8am
Weekday afternoons	1pm to 6pm	3pm to 6pm
Saturday and Sunday	10am to 6pm	10am to 6pm

Hours can change for weather, water quality or events. Closed Christmas Day.

Entry	Price
Adult	\$4.90
17 and under	\$4.40
Schools and group disability, per person	\$4.30
Children 5 and under, disability carers, non-swimmers and carnival spectators	Free

Pool	Address
Narromine Aquatic Centre	41 Burraway Street, Narromine NSW 2821. 50 m pool, children's pool and splash park.
Trangie Aquatic Centre	49-51 Goan Street, Trangie NSW 2823. Heated 25 m pool and children's pool.

Swim often? A [season pass](#) covers your entry at both pools.

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Season passes

Every pass works at both Narromine and Trangie.

Pass	Full season	Half season
Single (adult)	\$132.50	\$85.00
Senior single (Seniors or Pensioner card)	\$109.00	\$79.00
Student 18 and under (student ID)	\$109.00	\$79.00
Family: 2 adults and 2 children under 18	\$258.00	\$150.50
Family: 2 adults and 3 children under 18	\$277.20	Not available
Family: 2 adults and 4 children under 18	\$296.40	Not available
Additional child under 18 (add to a family pass)	\$19.20	\$5.70

Full season runs 5 October 2026 to 31 March 2027. Half season lasts 3 months from when you buy it. Children 5 and under swim free, so you don't count them on a family pass.

How to buy

- 1

Open the season passes page. [Season passes >](#)
- 2

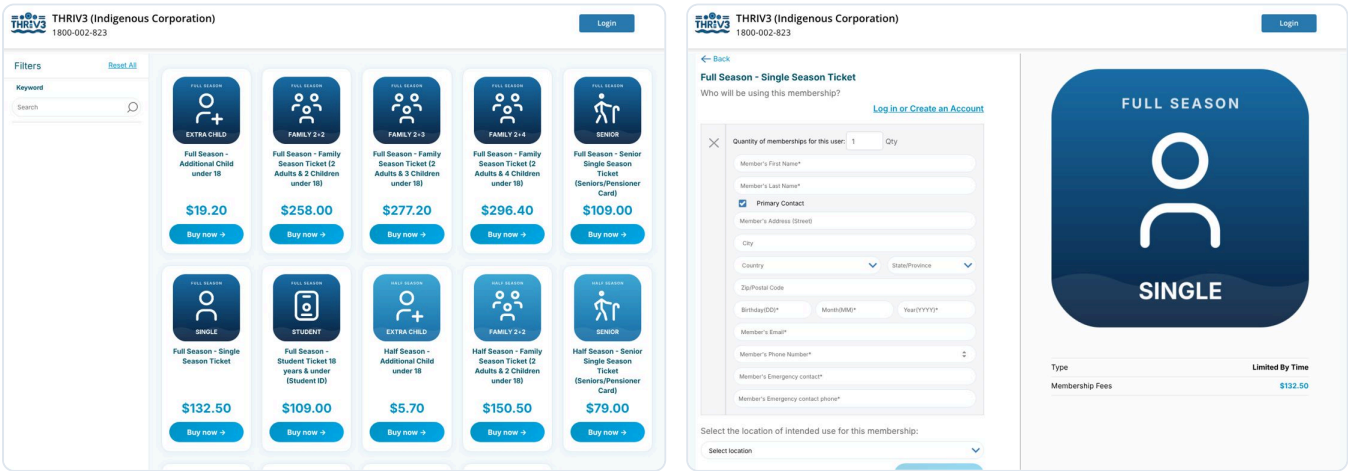
Find the pass you want and tap **Buy now**.
- 3

Under **"Who will be using this membership?"**, tap **Log in or Create an Account**.
- 4

Choose who the pass is for. For a family pass, include everyone on the pass.
- 5

Choose the pool you'll use most. The pass still works at both.
- 6

Tap **Continue**, accept the **THRIV3 Aquatics Enrolment Agreement**, then pay by card.



Tap Buy now on the pass you want.

Log in first so the pass goes on your account.

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Your season tag and visiting the pool

- 1 After you buy your pass, visit the **front desk at either pool** to collect your **season tag**.
- 2 Staff link the tag to your account. Bring your concession card or student ID if you bought a concession pass.
- 3 Each visit, **scan your tag** or show it at the front desk. That checks you in for the day.
- 4 If there's a problem (for example the pass has expired), staff will help you at the desk.
- 5 Lost your tag? Tell the front desk and they'll link a new one to your account.

Coming with a club, school or hire booking? Your season pass covers your entry, but the organiser must list your name and pass number before the day, or normal entry applies.

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Swimming lessons and Aqua Fitness

Book online for you or your children.

[Learn to Swim Narromine ›](#)
[Learn to Swim Trangie ›](#)
[Aqua Fitness ›](#)

Program	Who it is for	Where
Learn to Swim: Beginners	Children just starting out	Both pools
Learn to Swim: Intermediate	Children who know the basics and want to learn strokes	Both pools
Adult lessons	Adults learning to swim or improving their strokes	Both pools
Mums & Bubs Aqua Class	Parents or carers in the water with babies and toddlers	Narromine
Aqua Fitness	Low-impact water exercise for adults	Both pools

Book a lesson

- 1 Open the page for your pool (buttons above) and tap **Login** at the top right.
- 2 Use the **Filters** on the left: Service, Date Range, Time Range, Days, Age, Level.
- 3 Check the class details (day, time, number of lessons, age range, spots left, price) and choose to book.
- 4 Choose who is attending: yourself or a family member. You can add a new family member here.
- 5 Answer any questions, tick the enrolment agreement, then pay by card. Your cart holds the place for **10 minutes**.

Ages and levels

Each class has an age range and some need a level. Check your child's date of birth in your account. Not sure of the level? Book Beginners or call us.

On the day

Arrive 10 minutes early and check in at the front desk. Bring togs, a towel and goggles. Babies need swim nappies.

No classes showing?

The term timetable may not be out yet. Check back soon or call [1800 002 823](tel:1800002823). Full class? Ask about a waitlist.

Need to cancel or change a lesson? Contact us as soon as you can. Changes depend on spaces in other classes.

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Which pool hire booking do I need?

For schools, clubs, coaches, Learn to Swim providers and events. Swimmers and families, see [07](#) and [09](#).

You are...	Book this	Where to book	See
A school bringing classes during opening hours	Lane hire, \$33 per lane per hour	Pool hire page	12
A school or club running a carnival	Carnival, \$253 per day	Pool hire page	12
A school or group out of hours	Full centre hire	Pool hire page	12
A swimming club	Swimming club season fee, \$447	Season fees page, then book your club night on the pool hire page	13
A coach running squads	Season coach fee, \$525	Season fees page, then book your 2 lanes	14
A Learn to Swim provider	Learn to Swim provider fee, \$475	Season fees page, then book your lesson lanes on the pool hire page	14
A coach or club needing extra lanes	Lane hire, \$33 per lane per hour	Pool hire page	11
A group wanting the inflatable (Narromine)	Inflatable hire	Pool hire Narromine	11

Not sure which to choose? Call [1800 002 823](tel:1800002823) or email Pools@THRIV3.com.au and we'll point you to the right booking. The booking itself is always made online.

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Book a lane, carnival or the pool

The same steps for lane hire, carnivals, full centre hire and the inflatable.

- 1 Open pool hire for your pool. [Pool hire Narromine >](#) [Pool hire Trangie >](#)
- 2 Tap **Login** at the top right and log in, so the request goes on your account.
- 3 Use the filters on the left (**Date within**, **Time within**, **Length** and the days of the week), then tap **Check Availability**.
- 4 Find the space you want (a lane, **Full Centre Hire** or the **Inflatable**) and tap **Choose**. Tap **Read more** for the full description and fees.
- 5 Under **Activity and duration**, choose the service and how long you need. For a carnival, choose the **Carnival** fee.
- 6 Under **Number of people to attend**, enter your estimated numbers. Answer the booking questions.
- 7 Pick your time under **Select an available time to request**, tick the enrolment agreement and tap **Request**.
- 8 We check your request and email you the total. Pay from your account **within 4 days**, then email your documents ([section 16](#)).

THRIV3 (Indigenous Corporation)
1800-002-823

Search Facilities

Date within
8/10/2026 to 8/10/2026

Time within
6:00 AM to 9:00 PM

Length
0 hrs to 0 mins

Service
☐ Full Lane Hire
☐ Half Lane Hire
☐ Inflatable Hire
☐ Narromine Events Full Facility Hire

Check Availability Reset

Pool Hire

20 Results Found

50m Lane 1 Choose

Before you book: you need a free THRIV3 Aquatics account. Click Login at the top of this page, choose Sign Up and create your profile, then come back and choose your time. Full length of lane 1 (50 metres) in the 50m pool at Narromine Aquatic Centre (41) [Read more](#)

Location: Narromine Aquatic Centre

Pool Hire Requires Approval

50m Lane 1 Deep Choose

Before you book: you need a free THRIV3 Aquatics account. Click Login at the top of this page, choose Sign Up and create your profile, then come back and choose your time. Deep end half of lane 1 in the 50m pool at Narromine Aquatic Centre (41) Burraway [Read more](#)

Location: Narromine Aquatic Centre

Pool Hire Requires Approval

50m Lane 1 Shallow Choose

Before you book: you need a free THRIV3 Aquatics account. Click Login at the top of this page, choose Sign Up and create your profile, then come back and choose your time. Shallow end half of lane 1 in the 50m pool at Narromine Aquatic Centre (41) Burraway

The pool hire page at Narromine. Filters on the left, Choose on each lane.

Same time every week? Request every session you need online. Use the days-of-the-week filter to find your time, then request each date for the term. All bookings are made online: we can't take bookings by phone, email or in person.

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Schools and carnivals

School swimming, lessons and carnival days.

School swimming during opening hours

- Book **lane hire** at \$33 per lane per hour. No lifeguard charge and no deposit.
- Students pay schools entry of **\$4.30 per person**. Teachers and carers come in free.
- Students with a season pass enter free if their name and pass number are listed before the booking.

Carnivals

- Book **Full Centre Hire** and choose the **Carnival** fee: **\$253 per day**.
- Add lifeguards at \$52 per lifeguard per hour, minimum 3 hours, and the \$200 refundable deposit.
- Entry is \$4.30 per person. Spectators who don't swim come in free.
- Want the kiosk open? It's \$200 per 3 hours, refunded in full if kiosk sales reach \$500.

Working out lifeguards

Out of hours, full centre, inflatable and carnival bookings need **1 lifeguard for every 20 participants**, at \$52 per lifeguard per hour, minimum 3 hours. Coaches, teachers and volunteers don't count towards the ratio.

Example: 45 swimmers for 2 hours out of hours = 3 lifeguards x 3 hours (the minimum) x \$52 = **\$468**.

Numbers: give estimated numbers when you book, and confirm final numbers at least **14 days before**. Late reductions don't lower the cost.

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Swimming clubs

One season fee covers your weekly club night for the season, 1 October 2026 to 31 March 2027.

Season fee	Price	Includes	Also charged
Swimming club	\$447 per 26-week season	One set club night a week, after hours	Lifeguards \$52 per lifeguard per hour used, no minimum, 1 per 20 swimmers. \$200 refundable deposit.

Step 1: pay the season fee

- 1 Open the season fees page. [Season fees ›](#)
- 2 Find **Swimming Club Fee** and tap **Buy now**.
- 3 Tap **Log in or Create an Account** and log in with your club's account.
- 4 Tap **Continue**, read and accept the enrolment agreement, then pay by card.

Step 2: set your club night

- 1 Open pool hire for your pool. [Pool hire Narromine ›](#) [Pool hire Trangie ›](#)
- 2 Log in with your club's account, choose **Full Centre Hire** and pick your club night and times after opening hours.
- 3 Enter your expected swimmer numbers and, in the booking questions, say it is your **included swimming club night**.
- 4 Request every club night for the season. We confirm each one and the lifeguard cost before you pay.
- 5 Send your documents ([section 16](#)) so your nights can be confirmed.

Extra nights are charged as out-of-hours hire ([section 15](#)).

The season fee is for pool time, not personal entry. Swimmers pay normal entry or use their own season pass. List season pass holders before the night so they come in free.

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Coaches and Learn to Swim providers

Season fees run for 26 weeks, 1 October 2026 to 31 March 2027.

Who	Season fee	Includes	How to pay
Season coach	\$525	2 lanes at set weekly times. Extra lanes \$33 per lane per hour. \$200 refundable deposit.	Season fees ›
Learn to Swim provider	\$475	Your Learn to Swim season. Book your lesson lanes online.	Season fees ›

Season coaches

- 1 Pay the **Season Coaches Fee** on the season fees page, logged in with your account (same steps as [clubs](#)).
- 2 Open pool hire for your pool. [Pool hire Narromine ›](#) [Pool hire Trangie ›](#)
- 3 Choose your lane and, under **Activity and duration**, pick **Season Coach Lane (included in season fee)**. It shows as \$0.
- 4 Request your two lanes at your set weekly times. Any extra lane is booked at the normal **Lane Hire** price of \$33.
- 5 Lanes used outside opening hours are charged lifeguards at \$52 per hour, minimum 3 hours.

Learn to Swim providers

- 1 Pay the **L2S Season Fee** on the season fees page, logged in with your account. [Season fees ›](#)
- 2 Open pool hire for your pool and request the lanes for your lesson times, for every week of the term.
- 3 We check each request and confirm the total before you pay.

Coaches and Learn to Swim providers need accreditations, WWCC numbers for everyone supervising, and a nominated First Aid Officer. See [section 16](#).

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Pool hire fees

All prices for 2026/27 include GST.

Booking	Fee	Also charged
Lane hire (casual, coaching, Learn to Swim), opening hours only	\$33 per lane per hour	No lifeguard charge, no deposit
Full centre hire (exclusive use, out of hours, 6am to 9pm)	\$180.50 per hour (min 2 hrs) or \$957 per day (up to 6 hrs)	Lifeguards and \$200 deposit
Inflatable (Narromine)	\$120.50 per hour (min 2 hrs) or \$838 per day	Lifeguards and \$200 deposit
School or club carnival	\$253 per day	Lifeguards, \$200 deposit, \$4.30 entry per person
Kiosk opened out of hours	\$200 per 3 hours	Refunded in full if sales reach \$500
Lifeguard	\$52 per lifeguard per hour	Minimum 3 hours, 1 per 20 participants

Season fees	Fee	Includes
Swimming club	\$447 per 26-week season	1 set club night a week after hours. Lifeguards \$52 per hour used, no minimum.
Season coach	\$525 per 26-week term	2 lanes at set weekly times. Extra lanes \$33 per lane per hour.
Learn to Swim provider	\$475 per 26-week term	Your Learn to Swim season. Lesson lanes booked online.

Any time outside opening hours (section [06](#)) is out of hours and is charged as full centre hire, plus lifeguards. Entry for participants is on top (section [06](#)).

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Documents we need

Email them to Pools@THRIV3.com.au. For pool hire only. Your booking is confirmed once payment and documents are in.

- 1 **Public Liability Insurance** certificate of currency, minimum \$20 million.
- 2 **Schedule of use:** dates, times, lanes or pool space.
- 3 **Risk assessment** and **medical summary** for your group.
- 4 Where they apply: coaching or Learn to Swim **accreditations, lifeguard qualifications, WWCC numbers** for all supervisors, and **First Aid and CPR certificates** for your nominated First Aid Officer.
- 5 A list of any **season pass holders** in your group (name and pass number), so they enter free.

Tip: put your organisation name and booking date in the email subject, for example "Narromine Public School, carnival 20 Nov".

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Payments, cancellations and refunds

A plain English summary of the THRIV3 Aquatics Booking Policy (version 5.0).

- 1 **Pool hire is paid in full upfront**, within 4 days of booking, or the booking cancels and the time is released.
- 2 **\$200 incidentals deposit** on every booking, including swimming club and season coach bookings. The only exception is lane hire in opening hours. Refunded within 5 business days, less any costs for damage, extra cleaning or extra staffing.
- 3 **If you cancel**, we keep 50% of the fees and refund 50% within 5 business days. Your deposit is refunded in full. Cancel in writing to Pools@THRIV3.com.au.
- 4 **No-shows** and changes of mind on the day are not refunded.
- 5 **If we cancel** for weather, water quality or safety, you get a full refund or a credit.

Pay an invoice

Season passes and lessons are paid by card when you book. Pool hire is paid by invoice:

- 1 [Log in ›](#) and open **My Profile**.
- 2 Find the invoice and pay it online by card. You can pay more than one invoice at once.

[Read the full booking policy ›](#)

Nothing in our policy limits your rights under the Australian Consumer Law.

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Help and common questions

Problem	What to do
I didn't get my login email	Check junk or spam. Still nothing? Try Forgot password? or call us.
"The username wasn't found"	Check the email spelling. If you've never signed up, tap Signup .
I can't see any times to book	Log in first. Pool hire needs 6 weeks' notice from 31 October 2026 and lane hire must be inside opening hours. Lessons show once the term timetable is out.
It won't let me book my child	Check their date of birth in your account, the class age range, and whether the class needs a level.
My booking says "Requires Approval"	That's normal for pool hire. We check it and email you the total before you pay.
My cart emptied before I paid	The cart holds places for 10 minutes. Book again and pay straight away.
We need the same hire time every week	Request every session online. Use the days-of-the-week filter and request each date for the term.
Can I use my pass at both pools?	Yes. Every season pass works at Narromine and Trangie.
I booked or bought the wrong thing	Call or email us as soon as possible and we'll help.

Contact us

How to reach us	Details
Phone	1800 002 823
Bookings email	Pools@THRIV3.com.au
General enquiries	Hello@thriv3.com.au PO Box 48, Trangie NSW 2823
Online	thriv3aquatics.perfectmind.com thriv3.com.au/aquatic-centres

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THRIV3 Aquatics Booking Policy

Narromine and Trangie Aquatic Centres, 2026-2027 season. Effective 7 October 2026 (version 5.0).

By ticking the enrolment agreement at checkout, you agree to this policy.

Before you book

All bookings, season passes and enrolments are made online through the THRIV3 Aquatics customer portal. Create your free account first (Login, then Sign Up), then log in and choose your booking. There is no paper booking form. If the booking system is down, THRIV3 may email the form to hirers, so check our social media and website for updates.

Opening hours

When	Narromine Aquatic Centre	Trangie Aquatic Centre
Weekday mornings	6:00am to 8:00am	6:00am to 8:00am
Weekday afternoons	1:00pm to 6:00pm	3:00pm to 6:00pm
Saturday and Sunday	10:00am to 6:00pm	10:00am to 6:00pm

Any time outside these hours is out of hours. Hours can change for weather, water quality or events. Closed Christmas Day.

Fees at a glance

Booking	Fee	Also charged
Lane hire (casual, coaching, Learn to Swim), opening hours only	\$33 per lane per hour	No lifeguard charge and no deposit
Season coach lanes	2 lanes at set weekly times included in the season coaching fee	Extra lanes \$33 per lane per hour
Full Centre Hire (exclusive use, out of hours, 6am to 9pm)	\$180.50 per hour (minimum 2 hours) or \$957 per day (up to 6 hours)	THRIV3 lifeguard \$52 per hour (minimum 3 hours) and \$200 refundable deposit
Inflatable (Narromine)	\$120.50 per hour (minimum 2 hours) or \$838 per day	THRIV3 lifeguard \$52 per hour (minimum 3 hours) and \$200 refundable deposit
School or club carnival	\$253 per day	Lifeguards, \$200 deposit and \$4.30 entry per person
Kiosk opened outside hours	\$200 per 3 hours	Refunded in full if kiosk sales reach \$500

Who	Season fee	Notes
Swimming club	\$447 per 26-week season	Includes 1 set club night per week after opening hours. Lifeguard \$52 per lifeguard per hour used, no minimum, 1 per 20 swimmers.
Season coach	\$525 per 26-week term	Includes 2 lanes at set weekly times
Learn to Swim provider	\$475 per 26-week term	

Entry type	Fee
Adult	\$4.90
17 years and under	\$4.40
Schools and group disability	\$4.30 per person
Children 5 and under, disability carers, non-swimmers and carnival spectators	Free

Season passes (both pools)	Full season	Half season
Family	\$258.00	\$150.50
Additional child	\$19.20	\$5.70
Single	\$132.50	\$85.00
Senior single and student	\$109.00	\$79.00

All prices are in Australian dollars and include GST. Lifeguard numbers follow the 1:20 ratio, so larger groups pay for more lifeguards. Staff confirm the final total before you pay.

1. Booking requirements

- 1.1** All hirers (clubs, schools, coaches and learn-to-swim providers) must complete and submit the THRIV3 Pool Booking Form online, through the THRIV3 Aquatics customer portal. Hirers need a free THRIV3 Aquatics account to book.
- 1.2** Notice period. From Saturday 10 October to Friday 30 October 2026, bookings may be submitted one (1) day before the requested date. From Saturday 31 October 2026, bookings must be submitted at least six (6) weeks before the requested date.
- 1.3** All booking requests are tentatively held for a maximum of four (4) days from submission.
- 1.4** If full payment is not received within the holding period, the request is automatically cancelled and the dates and times are released without notice.
- 1.5** A booking is only confirmed once the online booking form, all required documents, and full payment (and the incidentals deposit where it applies) are received within the holding period.

2. Payment terms

- 2.1** Full booking fees must be paid upfront, within four (4) days of submission.
- 2.2** If the hirer cancels, a 50% cancellation fee applies (section 7). Where THRIV3 cancels, all fees are refunded in full (section 8).
- 2.3** A \$200 incidentals deposit is required for every booking, including swimming club and season coach bookings. The only exception is lane hire during operating hours.
- 2.4** The deposit is paid with the booking fees and refunded within five (5) business days after the booking, subject to inspection. It may be kept in part or in full to cover damage, excess cleaning, or additional staffing caused by misuse.
- 2.5** Costs above the deposit may be invoiced, payable within seven (7) days.
- 2.6** Failure to pay fees and the deposit on time cancels the booking.

3. Insurance and documentation

- 3.1 Public Liability Insurance certificate of currency, minimum \$20 million.
- 3.2 A detailed schedule of use (dates, times, pool space or lanes).
- 3.3 A risk assessment and medical summary before the booking is approved.
- 3.4 Where applicable: lifeguard qualifications, coaching accreditations, learn-to-swim teaching certifications, WWCC numbers for all supervisors, and current First Aid and CPR certificates for the nominated First Aid Officer.

4. Supervision and safety

- 4.1 THRIV3 keeps overall responsibility for aquatic safety, compliance and supervision at all times.
- 4.2 The supervision ratio is 1 lifeguard to 20 participants (1:20), for all bookings.
- 4.3 Bookings outside operating hours, and all full centre, inflatable and carnival bookings, incur at least one THRIV3 lifeguard at \$52 per hour, minimum 3 hours per lifeguard.
- 4.4 Lifeguards required = participants divided by 20, rounded up. Example: 45 participants for 2 hours = 3 lifeguards x 3 hours x \$52 = \$468.
- 4.5 THRIV3 may add lifeguards for high-risk activities, reduced visibility, inexperienced, young or vulnerable participants, and events or carnivals.
- 4.6 Give estimated numbers when you book and confirm final numbers at least 14 days before.
- 4.7 Late changes may add lifeguard and administration charges. Late reductions do not lower costs.
- 4.8 External lifeguards (if approved) are additional cover only and do not reduce THRIV3 lifeguards or costs.
- 4.9 Coaches, teachers, instructors, volunteers and external lifeguards do not count towards the ratio.
- 4.10 THRIV3 may increase supervision, modify or restrict activities, and stop any unsafe activity.
- 4.11 Lane hire during operating hours (casual and season coach lanes) has no lifeguard charge and no deposit.
- 4.12 Swimming clubs: the season fee includes one set club night per week after operating hours. Each club night incurs \$52 per lifeguard per hour used, no minimum, at 1:20. Extra nights are out-of-hours hire.
- 4.13 Season coaches: the fee includes two lanes at set weekly times, booked online. Extra lanes are \$33 per lane per hour. Lanes used outside operating hours are charged lifeguards under 4.3.

5. Use of facilities

- 5.1 Pool space is allocated by THRIV3 based on operational capacity.
- 5.2 Hirers must only use their allocated areas at the approved times.
- 5.3 Shared use may apply unless exclusive hire is approved.
- 5.4 Hired areas must be left clean. Cleaning fees may be taken from the deposit.
- 5.5 Hirers must complete a site induction or safety briefing. THRIV3 may refuse access if it is not done.
- 5.6 Keep to booked times, including entry and exit. Extra time may be charged.
- 5.7 Out of operating hours: \$180.50 per hour (minimum 2 hours) or \$957 for a full day (up to 6 hours), plus lifeguard, kiosk, cleaning or operational charges. Subject to staff availability and approval.
- 5.8 Carnivals are charged the carnival fee, not out-of-hours rates, plus lifeguards and any kiosk fee.
- 5.9 Kiosk outside operating hours: \$200 per 3-hour period or part thereof, refunded in full if sales reach \$500 (GST inclusive), measured from THRIV3 point-of-sale records.

6. Entry fees

- 6.1 All participants pay the standard entry fee, except current season pass holders.
 - 6.2 Season pass holders must be listed (name and pass number) before attending, or they pay normal entry.
 - 6.3 THRIV3 may verify attendance and apply additional charges.
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7. Cancellations and changes

- 7.1 If you cancel, THRIV3 keeps 50% of the fees paid and refunds 50% within five business days. The \$200 deposit is refunded in full. Cancel in writing to Pools@THRIV3.com.au. No-shows and change of mind on the day are not refunded.
 - 7.2 Changes must be requested in writing, depend on availability, and may incur administration fees.
 - 7.3 Not attending is not a cancellation.
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8. THRIV3 cancellation rights

- 8.1 THRIV3 may cancel for weather, operational requirements or safety.
 - 8.2 If THRIV3 cancels, all fees for the cancelled session are refunded within five business days, or a credit if you ask for one.
 - 8.3 THRIV3 is not responsible for other costs you incur (for example transport, staffing or catering) when it cancels for events beyond its control.
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9. Conduct, compliance and liability

- All users must follow facility rules and staff directions. THRIV3 may end a booking without refund for breaches or unsafe or disruptive behaviour.
- THRIV3 is not responsible for loss of or damage to personal property, or injury resulting from failure to follow safety directions.
- Hirers are responsible for all participants in their booking, participant medical information and medications, and providing a First Aid Officer for the whole booking.

Contact

Questions about bookings: [1800 002 823](tel:1800002823) or Pools@THRIV3.com.au

General enquiries: Hello@thriv3.com.au | PO Box 48, Trangie NSW 2823

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