

# FACT SHEET

## Tour Booking Terms and Conditions

The following Terms and Conditions must be adhered to by any groups participating in a tour ("tour participants") of the Glenmore Water Treatment Plant or other Fitzroy River Water facility:

1. The Fitzroy River Water Tour/Guest Presentation Booking Request Form is to be completed. Tours are available free of charge to schools, university students and community groups within the Rockhampton Regional Council area.
2. The administration team will contact you via email to confirm the date and time of your booking and provide you with the necessary forms to be completed prior to arrival.
3. For staffing reasons, Fitzroy River Water requires at least four weeks' notice for bookings and at least one weeks' notice for any cancellations.
4. Fitzroy River Water is committed to keeping all visitors to our sites safe. We reserve the right to cancel a booked tour and ask individuals or groups to leave the site immediately if any action or behaviour is deemed unsafe.
5. Site tours are only available to persons physically able to negotiate stairwells and narrow walkways of varying heights.
6. You are responsible for ensuring that all tour participants, which includes yourself, all adult group leaders, students and any others participating in the tour:
  - (a) Are familiar with, and, at all times, adhere to the site safety rules as per the [FRW General Site Safety Rules – Glenmore Water Treatment Plant](#); and
  - (b) Follow all directions given by Fitzroy River Water and its employees, officers and representatives.
7. Appropriate clothing is to be worn that is suitable for all weather conditions. Part of the tour is conducted outdoors. Hats are essential.
8. All tour participants are to wear flat, closed in footwear, as per Workplace Health and Safety requirements.
9. A minimum of eight and a maximum of 20 persons per group per hour is recommended for optimum enjoyment.
10. A supervision ratio of one adult to ten children (1:10) or part thereof is required. Do not include the Fitzroy River Water officer in your supervision ratio. Supervision and discipline of the children is the responsibility of the accompanying adult group leaders. This ratio is essential in the event that a child feels ill, is poorly behaved, or for another reason cannot continue on the tour.
11. At no point are the accompanying adult group leaders to leave the students unsupervised.
12. Tour participants enter the Fitzroy River Water site and participate in tours at their own risk. Tour participants that bring children accept that they bring children at their own risk and Fitzroy River Water and its employees, officers and representatives are at no time responsible for the supervision or management of persons participating in site tours, including child participants.
13. To the maximum extent permitted by law, Fitzroy River Water and its employees, officers and representatives are not responsible for any damage, injury, loss or death that occurs as a result of participation in the tour, except for the extent that the damage, injury, loss or death is caused or contributed to by Fitzroy River Water or its employees.
14. In the unlikely event that an evacuation of the facility is required, all tour participants MUST obey the directions of the Fitzroy River Water officer at all times. The Fitzroy River Water officer conducting the tour is trained for this type of event.