

FACT SHEET

Tour Booking Terms and Conditions

The following Terms and Conditions must be adhered to by any groups participating in a tour 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. All participants of a tour run at the Glenmore Water Treatment Plant or other Fitzroy River Water facility are to complete an Entry onto Council Property Indemnity Form and produce on arrival for the tour. Participants without a completed Entry onto Council Property Indemnity Form will not be allowed to participate in the tour.
6. Site tours are only available to persons physically able to negotiate stairwells and narrow walkways of varying heights.
7. The site safety rules as per the [FRW General Site Safety Rules – Glenmore Water Treatment Plant](#) are to be adhered to at all times.
8. Appropriate clothing is to be worn that is suitable for all weather conditions. Part of the tour is conducted outdoors. Hats are essential.
9. All tour participants are to wear flat, closed in footwear, as per Workplace Health and Safety requirements.
10. A minimum of eight and a maximum of 20 persons per group per hour is recommended for optimum enjoyment.
11. 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.
12. At no point are the accompanying adult group leaders to leave the students unsupervised.
13. 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.