Aquarena Refurbishment Project

FAQs

Why are the indoor pools closing?
The indoor pools are closing so a refurbishment of the mechanical ventilation system in the indoor facility can be undertaken. During the works the indoor pools must be closed to comply with the Code of Practice for Aquatic Facilities although it is safe for the community to be inside the indoor facility.

How long will the pools be closed?
The indoor pools are anticipated to be closed from 16 March 2026 to May 2026. Should any changes to the opening dates occur the community will be notified.

Why is the project taking place in summer and not winter?
The project has been scheduled for Term 1 so the community will still have access to a pool during the summer months. During the winter months, the unheated outdoor pool experiences water temperatures that are too low for safe and comfortable swimming. As a result, the pool is deemed unsuitable for use and remains closed during this period.

Will the indoor changerooms still be accessible?
Due to works also taking place in the indoor changerooms, they will only be intermittently accessible during the closure. Alternative options will be available including closing one indoor changeroom at a time and the hydrotherapy and outdoor pool changerooms being available. The public will be provided with as much notice as possible regarding changerooms.

What about the disabled and family changerooms?
There will always be at least one family or disabled changeroom accessible to the public.

Will the slide and inflatables be available during these works.
No. The slide, SMIFF and BIFF will not be available during the works as their use is restricted to the indoor pools.

Will entry to the Aquarena still be at the same reception area?
Yes. There will be no change to how patrons enter the facility.

CLASSES, LESSONS, SPORTING GROUPS, SCHOOLS

Will group fitness classes continue?
Yes, group fitness classes will be held in the outdoor pool. However due to the cooler water temperature in the outdoor pool there will less classes available. A timetable will be distributed leading up to the closure of the indoor pools.

Will my pre-purchased multi entry passes still be valid?
Yes. These passes don't expire so you can use them at your leisure.

What about baby/children swimming lessons?
Swimming classes for children aged three years and older will continue. However, classes for younger children aged six months to two years, will be paused until the indoor pool reopens as the outdoor pool temperatures are not suitable for that age group.

Is the outdoor pool heated?
No, the outdoor pool is not heated. Please keep this in mind when preparing your child for lessons, especially during cooler weather.

Why are only Stages 1 to 4 swimming lessons being offered?

During the works the outdoor pool will need to be shared between the swim schools, sporting groups and general public. Due to the limited availability of space all user groups will need to reduce the amount of time and space they require to ensure everyone will still have access to the pool.

Can I get a refund if my child doesn't like swimming in the outdoor pool?

Yes. If your child is not comfortable with outdoor swimming lessons, please contact us by email. We will cancel their lessons for the remainder of the term and provide a refund for any unused sessions. To help us manage schedules effectively, we appreciate receiving this notice as early as possible.

What will happen to the sporting groups who regularly use the indoor pool?

The City is working with user groups to identify the best way to accommodate their activities and equitably share use of the outdoor pool while the refurbishment takes place.

Will school swimming carnivals still be held in Term 1?

Yes, staff are working closely with all relevant schools to ensure their school swimming carnivals can still be held in Term 1.

OTHER

What happens in bad weather?

In the event of storms or lightning the outdoor pool will close to ensure community safety. If this occurs, entry fees, including swimming lessons, will be refunded.

Will the Café be open?

Yes the café will remain open during the works. However, works will also be taking place in the café so there may be less food options available at times.

Will the volleyball court still be open?

Yes it will.