



MEDIA RELEASE

18 May 2018

FOR IMMEDIATE RELEASE

Bay Venues has identified an issue with the bore system which provides heating to the pools at Baywave, resulting in the inability to maintain consistent water temperatures for all pools. It has required the bore to be shut down temporarily, to enable further investigation and remedial works. Bay Venues will look to provide a further update on Monday, once the full extent has been established.

“The reinjection bore is an integral part of the infrastructure used to heat the water and air at Baywave, which means we have been experiencing a decrease in water temperature since the decision to shut down the bore on Sunday,” said Acting CEO of Bay Venues, Justine Brennan today.

“What this means for our customers is a noticeable colder water temperature, with the smaller pools losing heat at the fastest rate.”

“Baywave remains open, and our customers are welcome to continue using our pools. We are offering our customers half price general entry fee, including free hydro slide, to recognise that we are unable to provide our usual high level of service at this time,” said Ms Brennan.

“Many swimmers are not finding the lower temperatures to be a problem in the lap pool, which is currently two degrees cooler than usual. Greg Swanburg from the Mount Maunganui Swim Club commented this morning that it is a comfortable environment for their morning training sessions and they will continue to swim as the temperatures drop.”

The issue with the reinjection bore was first identified on Sunday, 13 May and Bay Venues took immediate action to investigate. Bay Venues has put in place a four staged plan to get the facility back up and running at normal temperatures involving investigation, decision making, implementing the appropriate solution and then re-heating the facility.

“We are nearing the end of the investigation phase and by the end of the weekend we hope to be in a position to give a more accurate estimate of timing to fully resolve the issue,” said Ms Brennan.

“In the meantime, Bay Venues is committed to ensuring there is as little disruption as possible for our customers and staff. Our learn-to-swim classes have been diverted to other venues in our network, with the on-site Clubfit gym unaffected and continuing with business-as-usual.”

Baywave will be working as quickly as possible to get the aquatic facility back to normal.

- Ends -

Further updates can be found

<https://www.bayvenues.co.nz/Venues/Aquatic+Venues/Baywave/Important+Notice+-+May+2018.html>

---

Key Contact: Justine Brennan, Acting CEO, [justine.brennan@bayvenues.co.nz](mailto:justine.brennan@bayvenues.co.nz)

*Bay Venues operates 24 leisure and event venues across Tauranga, Mount Maunganui and Papamoa. These venues incorporate multi-award-winning aquatic facilities, community centres, community halls, gyms, a sporting pavilion, the iconic ASB Baypark facility, renowned Mt Maunganui hot salt water pools, and leading-edge University of Waikato Adams Centre for High Performance Sport. A broad range of leisure and event products, services and programmes are offered by Bay Venues. This includes catering, event management, audio visual expertise, child care programmes, swim school, sports leagues and much more.*