



QUESTIONS AND ANSWERS

18th May 2018

What is happening at Baywave?

We have 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. This has required the bore to be shut down temporarily, to enable further investigation and remedial works.

Why is the water temperature dropping at Baywave?

We have had to switch off the bore to prevent any risk to Baywave plant and enable investigation of the issue. As the bore is an integral part of the water heating system, this means that the heating system cannot operate until the bore is turned back on. Therefore water temperatures have been slowly decreasing. You can find the current water temperatures here

https://www.bayvenues.co.nz/Venues/Aquatic%20Venues/Pool%20Temperatures?mv_pc=5070.

Are the pools closed?

No, the pools are not closed. Instead we have discounted our entry price by 50% in recognition of the colder than normal swimming conditions. We are also encouraging customers to bring their wetsuits for added comfort if they wish.

If patrons choose to swim, and they find the pools too cold, then we are refunding their entry fee as they leave the facility.

How cold will the pools get?

The pool temperatures will drop to between the ambient air temperature and the mains water temperature which is used to fill the pools. This is likely to be between 18 and 23 degrees.

How long will it take to get the temperature back to normal?

It will take around 2-3 days from when we switch on the bore, for the water temperatures to be back to normal levels. The time will be dependent on the pool temperature at the time the bore is turned back on.

What are we doing to resolve it?

Full resolution of this issue will require a four stage process:

1. Investigation
2. Decision on remediation
3. Remediate
4. Reheat

Until the investigation stage is complete, we are unable to pre-determine the remainder of the process. All going well, the Investigation stage will be complete by Saturday 19 May and we will be able to provide a further update on Monday 21 May.

What is the impact on our customers?

General public entry

- The pools will remain open but will be cooler than normal.
- The hydroslide will run during its normal operating hours.
- Until such time as the temperatures are back to normal, we will be offering half price general entry and free hydroslide.
- Our scheduled Friday Fun Nights have been cancelled until temperatures are back to normal.

Aquatic Members and Squad Swimmers

- You can continue swimming at Baywave in the lap pool or wave pool if you choose
- The sauna and steam room will remain available for adult members' use.
- You can also access our other aquatic facilities including Greerton Aquatic & Leisure Centre, Otumoetai Pools and Mount Hot Pools, using your Baywave membership card.
- If you have paid upfront any "lost" days will be added to your membership, or if you are paying by direct debit your membership will be automatically suspended.

Learn to Swim

- All classes have been cancelled at Baywave from Tuesday 15th until temperatures have returned to normal.
- Monday to Friday morning classes will relocate to Greerton Aquatic & Leisure Centre at the same time with the same teacher.
- Saturday and Sunday classes will also relocate to Greerton, same time with the same teacher.
- Please contact our Learn to Swim staff at bayswim@bayvenues.co.nz

Schools in Pools

- All classes have been cancelled at Baywave until temperatures are back to normal.

Aqua-aerobics

- All classes have been cancelled at Baywave until temperatures are back to normal.
- Classes are available at the Mount Hot Pools Monday 8.45am, Tuesday 10am, Wednesday/Thursday 9am, Friday 9.30am and Saturday 8.30am.
- Classes are also available at the Greerton Aquatic & Leisure Centre Monday – Friday 9.15am and Tuesday 7pm.
- If you have paid upfront any "lost" days will be added to your membership, or if you are paying by direct debit your membership will be automatically suspended.

Clubfit Members

- Clubfit gym will remain open and fully operational, with the downstairs sauna and steam room available for Clubfit member's use.

Little Splashes Childcare

- Our Childcare Centre at Baywave (Little Splashes) will remain open.

When did we know there was a problem?

On Sunday 13 May we discovered a source of water ingress from a location which suggested an issue with the reinjection bore. We immediately switched off the bore system to prevent any risk of damage to the plant. Expert hydro-geological engineer and specialist contractors were on-site Monday morning.

How old is the bore and what is its life expectancy?

The bore is thirteen years old and it has a life expectancy of 30 years (minimum) from date of installation.

What will be the cost to repair the bore?

The cost is unknown until the investigation stage is complete.

Can the water be heated any other way?

No, there are no viable alternative methods for heating this volume of water.

Is there a health & safety issue?

No. We have relocated our learn to swim classes so that our teachers do not have to be in the water for an extended period, nor small children in the water for a lesson's duration. Over and above this, our BVL Health & Safety team are monitoring the situation for all other potential health and safety risks, and all contractors have been inducted as part of our normal health and safety procedures.

Is the Clubfit gym affected?

No the gym is continuing with business-as-usual

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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.