

Terms of Participation for Icon Water Tours

Cost and charges

Icon Water does not charge ACT and Queanbeyan region schools, community groups, and industry delegates for tours to Icon Water sites. Participants are responsible for all other costs associated with the tour including transport. Icon Water does not offer commercial or other third party tours.

Booking tours

Participants must submit a completed a booking form with group details at least two weeks prior to the proposed tour date. Bookings are processed in the order they are received. All tour requests are subject to availability and operational requirements.

Icon Water will provide you further information about your tour on confirmation of your booking. Please ensure that all participants, including drivers, are briefed and aware of requirements at Icon Water sites.

Cancellations

Icon Water will use reasonable endeavours to undertake tours at the time and location requested. However Icon Water reserves the right to cancel, reschedule or vary tours with minimum notice for any reason, including operational requirements, site safety or safety conditions, adverse weather or environmental conditions or total fire ban (TOBAN). In this case, Icon Water will endeavour to reschedule tours at a mutually convenient time.

Icon Water will contact the booking contact as soon as possible with any changes to your booking. Icon Water tours will be reconfirmed by phone call or text the day of you tour.

Any group cancelling their booking must give a minimum of 24 hours' notice.

Participant Registration

All participants must be registered before your tour. Please send a complete participant registration list to education@iconwater.com.au no later than two business working days before your tour date. This is essential to enable security and site induction.

Special requirements

These are walking tours of Icon Water sites and participants require an adequate level of fitness to navigate the treatment plant sites, which include stairs, uneven terrain, narrow paths and steep inclines. You must advise Icon Water of any known mobility or special requirements in your group. Icon Water will endeavour to modify tours where possible to cater for ability and enable participation.

Participant groups are responsible for ensuring that suitable special needs support or carers accompany participants where required. Please ensure that you have reviewed the site accessibility statement on each site factsheet.

Any questions should be directed to our Community Engagement Officer.

Duty of care of participants

Icon Water's Community Engagement Officer holds a current ACT Government's Working with Vulnerable People card and a current first aid certificate.

All participants under the age of 16 must be fully supervised at all times on site. Teachers/ group leaders are responsible for the care of all tour participants at all times. In exercising their duty of care, supervising staff are expected to:

- Use their best efforts to respond to and resolve any incident affecting the tour participants or conduct of the tour e.g. misbehaviour.
- Promptly follow Icon Water staff instructions in the event of any health, safety or environmental incident or an emergency or evacuation.
- Inform Icon Water staff of any hazard that comes to their attention during tour.
- Consider excluding physically unwell participants from visiting Icon Water sites, as recommended by the National Health and Medical Research Council.

Supervision ratios

All student groups require an adult supervisor to support the tour. Information about tour group sizes and supervision ratios for each Icon Water site are out lined below. The following adult to student ratios must be observed during your visit:

| Tour location | Primary Schools | Secondary School | Tertiary industry | Maximum tour participants on site per visit | Adult / Student ratio |
|---|-----------------|------------------|-------------------|---|-----------------------|
| Cotter Dam Discovery Trail | * | * | * | 50 | 1:15 |
| Cotter Dam | | * | * | 24 | 1:10 |
| Cotter Pump Station | | | * | 20 | 1:10 |
| Mount Stromlo Water Treatment Plant | | * | * | 30 | 1:15 |
| Googong Water Treatment Plant | | * | * | 30 | 1:15 |
| Googong Dam | * | * | * | 30 | 1:15 |
| Lower Molonglo Water Quality Control Centre | | * | * | 24 | 1:12 |

The booking contact must brief all participants in your group tour on the following expectations and requirements for this tour.

Required Apparel

All participants must wear the required apparel to enter these active industrial work sites. This includes full length long sleeved top, full length long pants and enclosed footwear such as runners or boots (no high heels). Icon Water will not accept participants on the tour who do not wear the appropriate apparel to the site.

Icon Water will provide the required personal protection equipment (PPE) for each site. This includes High Vis vest, safety glasses, and hard hats. These items must be worn by all participants throughout the tour.

Tour participants are responsible for being prepared for outdoor weather conditions on day and should wear jumpers and rain jackets where appropriate. All participants are encouraged to be sun smart, wear sunscreen, and bring a refillable water bottle for hydration.

Behaviour Expectations

Icon Water sites are occupational and industrial sites with associated exposure to plant equipment, chemicals and environmental conditions. All participants MUST follow the safety induction procedures and instructions from your guide at all times whilst on site.

Participant behaviours that may cause safety issues or interference with site plant equipment and failure to comply with site safety instructions is dangerous, will not be tolerated and will result in the scheduled tour being terminated.

Icon Water does not permit smoking or persons affected by non-prescription drugs or alcohol on any Icon Water site.

Icon Water reserves the right to not to proceed with the tour in the event that:

- Pre-registration lists for your tour participants have not been received
- Participants are not wearing the required apparel for site entry
- Participants fail to follow safety or induction procedures or any instruction from any authorised Icon Water personnel
- Required supervision ratios are not maintained for student groups
- Any participant behaves in an inappropriate manner e.g., interference with equipment.

Photography

For safety and privacy reasons, participants must not take photos except where otherwise advised by the Community Engagement Officer.

Photography taken by participants on tour may upload suitable photos to social media platforms for educational purposes only. Please direct any other inquires to Icon Water Communication team.

Icon Water may seek your consent to take photos of your tour for the purposes of promoting our tours and education program in print, website or Icon Water social media platforms. In this case, photo consent forms must be signed by consenting participants (parental consent for participants under 16 years of age) and collected prior to, or on the day of your tour. If your group would like to help promote your tour please acknowledge this on your booking form.

What to expect on arrival

- Your group will be met by the guide at designated meeting point outlined on the site fact sheet.
- Please ensure that personal items, bags and other loose items are left securely in your vehicle. Bags and loose items will not be permitted on the tour (unless they can be secured on your person). There are no secure locations at the sites where belongings can be left.
- All participants will be inducted to the site on arrival and sign the site register.
- The tour guide will provide a briefing, including site safety protocols, emergency procedures required personal protection equipment, security of personal belongings and behavioural expectations.
- Limited amenities are available at each site. Tour participants are requested to make use of toilet facilities at the start and completion of your scheduled tour.
- Participants must stay together as a group at all times.
- Your guide will take your group through the designated site tour route and deliver the tour to your participating audience.
- At the conclusion of your tour Icon Water will send you a feedback form about your tour experience.

Further information contact

Icon Water Community Engagement Officer
 Phone: 02) 62483111 (option 3)
 Email: education@iconwater.com.au

Reviewed 20 February 2020