

# 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 of Icon Water sites. Third party tour charges will not be permitted. Groups are responsible for all other costs associated with the tour including transport.

## Booking tours

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

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

## Cancellations

Icon Water will use reasonable due diligence around booking times, however Icon Water reserves the right to cancel, reschedule or vary tours with minimum notice for reasons such as operational requirements, site safety, safety conditions, unfavourable weather, adverse environmental conditions and total fire ban (TOBAN). Where possible Icon Water will reschedule to a mutually convenient time.

Icon Water will contact the booking contact person as soon as possible if any changes to the booking is required. Tours will be reconfirmed by phone call or text on the day of the tour.

If you wish to cancel your booking, you must give a minimum of 24 hours' notice.

## Registration

All participants must be registered before the tour. A complete participant registration list must be sent to [education@iconwater.com.au](mailto:education@iconwater.com.au), no later than two business working days before the tour date. This is a requirement for guard notification and site induction purposes.

## Ability and special requirements

Participants are required to have an adequate level of fitness to walk and navigate the treatment plant sites including stairs, uneven terrain, narrow paths and steep inclines.

Please advise Icon Water of any known mobility or special requirements for your participants. Where possible, tours will be modified for group ability and participation. The group is responsible for arranging suitable support or carer for special needs if required. Information about site accessibility is available onsite factsheets. Any questions can be directed to our Community Engagement Officer.

## Duty of care of participants

In exercising our duty of care, Icon Water Community Engagement Officer is registered under the ACT Government's Working with Vulnerable People scheme and holds a current first aid certificate. Icon Water will work to help resolve any incident caused during an Icon Water tour.

All participants under the age of 18 must be fully supervised at all times on Icon Water sites. Duty of care for all tour participants remain with teachers/group leaders at all times. In exercising their duty of care, group supervisors are expected to:

- Respond to and resolve any incident not caused or impacted by Icon Water tours.
- Follow Icon Water staff instructions in the event of 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.

## Required clothing

All participants must wear the required clothing 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 be able to accept participants on the tour who do not wear the correct attire 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 during the tour.

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

**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 outlined 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	*	*	*	40	1:15
Cotter Dam		*	*	20	1:10
Cotter Pump Station			*	20	1:10
Mount Stromlo Water Treatment Plant		*	*	24	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 person must brief all participants attending prior to the tour of the following expectations and requirements for tours to Icon Water sites.

**Behaviour**

Icon Water sites are occupational and industrial sites with associated exposure to plant equipment, chemicals and environmental conditions. It is an express condition of entry to Icon Water sites and participation in the tour, that all participants will follow the safety induction procedures and instructions from your guide whilst on site.

Participant behaviours that cause safety issues or interference with site plant equipment and non-adherence to site safety instructions will result in the scheduled tour being terminated.

Smoking is not permitted on any Icon Water site. Persons affected by non-prescription drugs or alcohol are strictly not permitted.

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 clothing for site entry

- Failure to follow safety or induction procedures or any instruction from your guide
- Required supervision ratios are not met for student groups
- In the event that any participant behaves in an inappropriate manner or presents a safety issue or interference with equipment.

**Photography**

For safety and privacy reason participants must not take photos or record media except where otherwise advised by Icon Water staff.

Allowed photography taken by members of the public to be used for educational purposes only. For all media requests and use of tour photography and media, please direct inquires to the Icon Water Communication team.

**Tour promotion**

With prior consent participants or Icon Water may take photos of the tour, which may be used for Icon Water promotional and educational purposes. This may include print, website or Icon Water social media platforms. A signed photo consent form by participants (parental consent for participants under 16 years of age) will be 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 a designated meeting point outlined on the site fact sheet.
- It is recommended that bags and other loose items are left 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.
- Site safety protocols including emergency procedures, expectations of visitors including personal protection equipment, personal belongings and expected behaviours will be communicated.
- Limited amenities are available at each site, therefore tour participants are reminded to use the toilet facilities before and after the scheduled tour.
- Participants must stay together as a group at all times.
- At the conclusion of your tour Icon Water will send you a feedback form about your tour experience.

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