

APPLICATION FORM

Guided Tours of the Gippsland Water Factory and Vortex Centre

The Vortex Centre is Gippsland Water's new water educational resource located at the world-first Gippsland Water Factory in Maryvale. Admission is free for those within Gippsland Water's service area.

The state-of-the-art 'green' facility features interactive displays, touchscreens and videos, with a focus on water conservation and sustainable water management; highlighting water as a precious resource at a local, state, national and global level.

As visitors move through the centre, they will learn about the water cycle, Gippsland's water catchment and how it is managed, the Gippsland Water Factory treatment process, and how we can all play a part in conserving water and using it more wisely.

PLEASE NOTE: All bookings must be made at least four weeks in advance of the tour date.

CONTACT DETAILS

Name of organisation: _____

Contact name: _____

Phone number: _____

Address: _____

Email (optional): _____

TOUR REQUIRED

Vortex Centre – (30 minutes approx)

Gippsland Water Factory – (60 minutes approx)

Both Tours (90 minutes approx)

ATTENDEE DETAILS

Number of people attending tour

Absolute maximum 25 people per group: _____

Age of participants:

- 12 and under
- 12- 20 years
- 20 and above

Number of supervisors accompanying tour if participants under the age of 18
(guidelines attached): _____

Preferred dates of tour (minimum of four weeks notice required): _____

IMPORTANT INFORMATION

Tours are available for bookings by community groups between 9:30am – 5:00pm by appointment only. Evening bookings may be arranged upon request. Please telephone Gippsland Water's Communications team on 1800 066 401 to discuss.

Preferred date 1: _____

Preferred date 2: _____

Preferred date 3: _____

Preferred time of tour. _____

Vortex start time: _____

Gippsland Water Factory start time: _____

Are there any specific elements of the topic/s you would like Gippsland Water to cover to make the tour and program more relevant to your group? (e.g., what treatment products are used, what scientific processes are involved, etc.). **If so, please specify below:**

Does your group have any special access requirements or needs to make the tour more satisfactory?

IMPORTANT:

- **Group leaders need to fill out the attendance sheet provided in this information pack, and hand this to their tour guides on the day of the tour.**
- **Please carefully read the *Site Guidelines and Regulations* on the following pages and sign the document.**
- **Gippsland Water can tailor a tour to meet your group's objectives and needs. For example; if your group has more interest in the scientific elements of the tour, we can arrange for a scientific or technical officer to attend. Please telephone our Communications team on 1800 066 401 to discuss.**

**PLEASE RETURN THIS FORM TO
GIPPSLAND WATER'S COMMUNICATIONS TEAM BY:**

POST: PO Box 348, Traralgon VIC 3844

FAX: (03) 5174 0103

EMAIL: contactus@gippswater.com.au

SITE GUIDELINES AND REGULATIONS

- For group tours, the required ratio is 1:15 adults to children. Group leaders are expected to supervise children at all times and at no point leave children unsupervised.
- Gippsland Water can facilitate an absolute maximum of 25 people per tour.
- Any children on the tour will need to fill out appropriate parental permission slips (to be arranged by the visiting group).
- Any visitors with medical conditions must ensure they have the appropriate medications and management plans in place. Gippsland Water will not be responsible for the administration of medication or the management of the medical conditions of visitors. For children under the age of 18; the adult supervisor for the visiting group must assume responsibility for the administration of medication or the management of the medical conditions of visitors.
- Prior to the tour commencing all participants will receive a brief presentation outlining what to do in case of an emergency.
- No food, drink or chewing gum is allowed on the site. All backpacks and loose items (such as pens) must be left on the bus for the duration of the tour, unless supplied by the tour operator.
- The tour operator has the right to cancel the tour, and ask individuals or groups to leave the site immediately if any action or behaviour is deemed unsafe.
- Prior to the tour, all groups must have read the *Site Guidelines and Regulations*. On arrival at the site, the group must hand in a full list of attendants to the tour operator.
- Visitors must obey all directions given by Gippsland Water officers.
- Visitors must not enter any area without the express permission of Gippsland Water officers.
- Visitors acknowledge that hazardous conditions may exist on site and any unusual hazard must be reported immediately to Gippsland Water officers.
- Gippsland Water accepts no responsibility for damage or injury by hazards on the site. Visitors must be aware of the following:
 - Fences, structures or buildings – do not touch or enter without the express permission of Gippsland Water officers.
 - Plant and equipment – do not touch or operate.

- Land conditions – do not leave maintained roads, paths or tracks without the express approval of Gippsland Water officers.
- Visitors acknowledge that they:
 - Have read, understood and accepted the above conditions of entry.
 - Enter the site at their own risk.

I have read the Site Guidelines and Regulations for Gippsland Water guided group tours. I fully understand and agree to all the terms and conditions outlined in the pre-tour information pack.

Signed: _____ **Date:** _____

Name: _____

Position: _____

Please retain a copy of the application form and Site Guidelines and Regulations for your reference

TOUR CHECKLIST

Gippsland Water has provided a checklist for groups and schools to follow, to ensure that their visit to the Vortex Centre is safe and enjoyable.

BEFORE TOUR

1. I have filled out the appropriate application forms
2. All participants have read the *Site Guidelines and Regulations*
3. All participants understand the risks associated with the tour
4. A maximum of 25 people is attending the tour with appropriate supervision
5. All children on tour have parental permission
6. A full list of attendants' names has been produced for the tour operator
7. Loose items, backpacks and MP3 players have been left on the bus
8. No person on the tour has any food or chewing gum
9. The group has completed site induction

EVALUATION OF VORTEX CENTRE TOUR

Name: _____

Group: _____

Please tick the box that best represents your opinion of the visit to the Vortex Centre:

- I really enjoyed the tour
- I thought the tour was good
- I didn't like the tour

What did you think of the displays?

Poor average good very good excellent

Comments: _____

What display do you think worked the best?

Comments: _____

The information provided on the tour was relevant and informative:

- Yes
- No

Do you have any suggestions to further improve the tours? If so, please specify below:

P.T.O

How did you find our presenter?

Poor average good very good excellent

Comments: _____

Any further comments: _____

***Thank you for your time.
We hope you enjoyed the tour.***

