

Wannon Water Site Tours

Terms & Conditions

Wannon Water's education program is designed to give participants first-hand knowledge of water and wastewater treatment services.

To ensure the safety of all visitors to Wannon Water sites, all participants must agree and comply with the following:

Supervision

Tour groups with participants under the age of 18 must provide for the tour:

- One adult for every 12 children (Primary school years 5-6)
- One adult for every 15 children (Secondary school years 7-9)
- One adult per group (Secondary school years 10-12)
- One adult for every 5 children (Special needs schools)

Supervision of the participants is the responsibility of the school/group leader.

No food, drink or smoking is permitted on tours.

Clothing & Footwear

- Solid, enclosed footwear is required on site.
- Some Wannon Water sites are exposed to the elements. Warm and waterproof clothes may be required dependent on weather conditions.
- All visitors are required to wear high-visibility vests (provided by Wannon Water if numbers permit).

Site conditions

- Please note there is no wheelchair access on site. All facilities require participants to climb stairs.
- Hand and guard rails are in place, however visitors are asked to exercise caution at all times.
- Participants must follow the direction of the Wannon Water Guide at all times. Failure to do so may result in the tour being suspended.
- Participants should not touch any of the equipment on site unless under instruction by the Guide.
- Heavy vehicles access Wannon Water facilities regularly and visitors are asked to be mindful of intermittent traffic.
- Wannon Water may take photographs of visitors for use in its internal and external print, electronic publications and social media.

On-site chemicals & treatment processes

- High risk chemicals, necessary for treatment processes, may be located on site.
- Some treatment plants have aerated water tanks. While the tanks are surrounded by guards and rails, the operational nature of the tank limits a person's ability to swim or float. Extra caution is required.

Unforeseen circumstances

- Tours may be cancelled at short notice due to extreme weather or urgent operational requirements.
- A tour may be suspended and the group evacuated in the unlikely event of an incident.
- Please note that Wannon Water facilities are work sites. Not all parts of the facility may be accessible on the day.
- If you need to cancel, please inform Wannon Water's Engagement & Education Advisor on 5565 6726 ASAP.