



Coolum Surf Club

General Frequently Asked Questions

Q. What are you doing to remain CovidSafe?

A. Currently we are operating under the industry approved CovidSafe plan which you will find on this link <https://www.covid19.qld.gov.au/government-actions/approved-industry-covid-safe-plans>

Q. - How do I become a member and how much does it cost?

A. – Either go online by clicking here www.coolumsurfclub.com or simply fill out a little bit of paperwork at our reception desk. The cost is \$10 per year or \$45 for 5 years and you get some fantastic discounts on food and drinks, **some great prizes through the Kiosks** as well as a birthday card with vouchers to more than cover the cost of membership as well as other great member's benefits.

Q. - Do you have Daily Food Specials?

A. – Yes we do. See our Daily Specials by checking out our Facebook page www.facebook.com/CoolumSurfClub

TERMS & CONDITIONS APPLY FOR ALL SPECIALS

Q. - Do you offer Seniors Discount?

A. - Absolutely yes we do. We offer a 10% discount for food and drink. Simply produce your Seniors Discount Card, Seniors Business Discount Card and or Carers Discount Card to the staff serving you. If you are ordering for more than one senior please produce each person's seniors discount card to staff as the discount is for one item per Seniors Card. Please note this discount is not available in conjunction with any other discount or promotion.

Q. - How do I donate Money to the Coolum Beach Surf Lifesaving Club?

A. – In Person, securely online at www.coolumsurfclub.com or direct deposit. Email questions to supporters@coolumsurfclub.com.au

Q. - Where do your profits go?

A. - We are a not-for profit community club with our profits going towards saving lives on Coolum Beach and to the local community. So for every dollar you spend at your local Surf Club you are helping us save lives and keep Coolum Beach Safe. With these funds we purchase much needed life-saving equipment and keep all of our volunteers fully trained in all aspects of Surf Life Saving. In 2019/20 season – 7,147 preventative actions, and ZERO lives lost. Remember if we can't see you we can't save you so please always swim between the red and yellow flags. We had 259 patrolling members who volunteered 10,361 hours to keep our beach safe.

We also have a community benefit fund to assist those less fortunate in our community which has been something that Coolum Surf Club prides itself on which is why a Community Benefit Fund was set up in 2010.

Each year we help local Not-For-Profit charitable entities both financially and in-kind to assist them in providing much needed community support.

The Coolum Beach organisations that we support include: St Vincent De Paul • The Salvation Army • Meals on Wheels • Coolum HeARTs • Coolum and North Shore Coast Care • Quota Club • Lions Club and many more.

Q. – Is Coolum Surf Club environmentally friendly?

A. – Yes we are. Here at Coolum Surf Club we have been working extremely hard to reduce our carbon footprint and become more environmentally friendly by implementing a number of measures, many of which have proven to be cost-saving which allows us to provide better financial support to our Surf Life Saving Club as well as local Not-For-Profit charitable groups. Some of our initiatives include - using renewable energy with a 100 kiloWatt Solar System that removes one hundred tonnes of carbon emissions per annum from the atmosphere, this is also the equivalent of planting over 150 trees every year – pulping up to 4 tonnes of food waste every week and converting it to ecofriendly fertilizer - recycling all of our glass – using eWater to reduce our chemical footprint by 50% - using rainwater before town water – keeping it local by buying local – using energy-efficient and oil efficient kitchen equipment – removing plastic straws and packaging and replacing with compostable materials.

Q. – What time are you open and what are the hours of operation for the various parts of the Club?

A. – As follows:

- **General Club Opening Hours:** Monday to Thursday 10am-9pm, Friday and Saturday 10am to late, Sunday 8am to 9pm
- **Bar, Gaming, TAB and KENO Hours:** Monday to Thursday 10am-9pm, Friday and Saturday 10am to late, Sunday 10am to 9pm
- **Restaurant Hours:** 7 Days – **Lunch** – From 11.30am and **Dinner** – From 5pm
- **Sunday Breakfast Hours:** From 8am
- **Cafe Hours:** Monday to Saturday From 10am, Sunday From 8am
- **Please note we are CLOSED Christmas Eve from 5pm, Christmas Day and Good Friday**

Q. - Why do we have to sign in?

A. - As we are a not-for profit community club, our Club Licence as stipulated by State Government law is that if you come into a Club you need to either sign in as a visitor if you live outside of a 15km radius or be signed in by a member of our club or a reciprocal club. Alternatively you can support saving lives on Coolum Beach and become a member yourself. It's only \$10 for 12 months or \$45 for 5 years and you can do it all online by clicking here www.coolumsurfclub.com

Q. - Are you reciprocal with other clubs?

A. - Yes we are Reciprocal with most clubs in Australia and New Zealand. Please note that you will be asked to sign in on entry and produce a valid form of identification.

Q. - Do I get discounts as a reciprocal member of another club?

A. - Unfortunately not.

Q. - What sort of ID do I require to sign in?

A. - A current driver's license for both proof of age and residency. An 18 plus card with other documentation confirming your residential address. A valid Australian passport with other documentation confirming your residential address. If you are from overseas then a current foreign passport or foreign driver's license will be perfect.

Q. - What's your dress code?

A. – Clean and respectful attire at all times.

Offensive logos or writing on singlets, shirts, and hats will not be permitted, free loan shirt offered and removal of offensive clothing will be required.

Dirty or ripped shirts will not be permitted and a free loan shirt offered.

Q. – Are thongs appropriate footwear?

A. - Yes.

Q. - What time can I have the children here until?

A. - 9pm Sunday to Thursday and 9:30pm on Friday and Saturday nights.

Q. - Do you sell Merchandise?

A. – Yes, we currently have Stubbie Coolers and a range of Centenary products such as the Clubs History Book.

Q. – Do you sell Gift Cards?

A. – Yes! They can be used in the Restaurant and or Bar and are valid for 3 years from purchase date. Simply click here to organise your gift card online www.coolumsurfclub.com you can also purchase over the phone or at in person at reception.

Q. – How Old is the Club?

A. – Coolum Beach Surf Lifesaving Club was established in 1919. Supporters Club started in 1977 and we became an Incorporated Body in 1991

Q. – Are you Wheelchair Friendly?

A. – Yes, we have a Lift in Reception to the First floor and have a disabled toilet and other ambulant toilets.

Q. - How do I become a life saver?

A. – Go to the Lifesaving website www.coolumsurfclub.com.au or contact our Surf Life-Saving administration office between 9am and 5pm Monday to Friday on 07 5446 1148 extension 7 for all the information you require. Surf Lifesaving enquiries: lifesaving@coolumsurfclub.com.au

Q. - What time does Bingo start and how much does it cost?

A. - Bingo sign on is from 8.00am on Thursday morning with eyes down at 8.30am. The cost varies depending on how many games and Jackpots you play. Morning tea is provided.

Q. - Where do I park when I come to the club?

A. - There is a small car park beside the club which has a disabled Car Park. There is also off street parking beside the club which has a two hour limit. There is also a very close and very large car park at Tickle Park to the North of the Club which has no time limit. If you still cannot find a space you can try the car park beside Jack Morgan Park to the West of the Club or on Frank Street also to the West. All of these options are only a short 1 to 2 minute walk from our great Surf Club.

Q. - Do you have a kid's playroom?

A. – Unfortunately not. However we do have activity packs available for the kids which are free when you dine with us and we also have FAST & FREE WI-FI so bring along your smart device. We also give a free drink and ice cream with each kid's meal.

Q. - Can the children eat in the bar/Lounge area?

A. - Yes however they must remain supervised at ALL times.

Q. – Do you have an ATM?

A. – Yes, we have two. One is located outside the main entrance and the other is located on the restaurant side of the Bar upstairs on the First floor.

Q. – Do you accept AMEX?

A. – Yes we do, along with MasterCard, Visa, Eftpos and cash

