

Caboolture Indoor Sports Centre

A message to our supporters & players.

It has been a tough time for us since we were closed on 18 March but we have come through it.

The COVID experience has changed the way we live. It has also given us here at CISC a chance to make some necessary changes to our business. As a small business, we have really struggled financially with no income for 4 months and we are relying on YOU playing here for us to survive. Here are a few differences you will notice -

1. We take COVID and your health very seriously.
 - Numbers are limited to 100 per timeslot and all entry to CISC will now be through the Function Room. This has to happen so we can restrict contact between the players in different time slots.
 - Social distancing is your responsibility but we will be encouraging you to do so by removing tables and spacing chairs.
 - There will be a 10 minute interval between games, to allow us to disinfect common areas.
 - Hand sanitising options will be available throughout the Centre.
 - Canteen & bar will operate as normal under Health Dept guidelines.
2. All teams will be expected to pay game fees BEFORE games are played. We understand that this will require some changes in how fees are collected.
 - While we still expect that captains will collect and pay game fees in one lump sum, we are investigating ways that we can move to individual payment of fees upfront.
 - Cash is no longer a preferred option.
 - We now have "tap & go" card facilities available for all fees and purchases at CISC. We are also investigating the best way to allow players to pay game fees by direct debit.
 - Individually, you can pay for your game by card, obtain a receipt & hand that to your captain as a record of payment. The captain then presents this to the counter as proof of payment.
 - Paying up front is the best way for us to be able to comply with the COVID restrictions and to ensure that everyone is treated fairly.
 - We recognise that these changes will require some adjustments in how we think and the first 3 weeks will give us time to sort out the problems. However, by August, payments will be required before playing and this will be a strict Centre policy from then on.
3. Being closed for 4 months has caused some staff changes. Sadly, Paul & Kim are no longer with us and we thank them for everything they have done for CISC. However, we have some new faces in their place –
 - Greg Mascarenhas is handling the accounts and some office duties. You may not see too much of him as he finishes work at 5.00pm but he is the person who will sort out any problems with accounts etc you may have.
 - Crystal Webb is doing a great job running Inflatable World and she will now be working in the Office, as well as overseeing junior soccer
 - Charl Murray will be organising cricket.
 - Tracy Thornton is continuing the job of rebuilding netball
 - Kylie Molyneux will be running the canteen & bar for us ... and ...
 - We are still looking for a volleyball coordinator.

We are enjoying our work together so far ... but ... expect a few teething problems ... and be "gentle" with us till we learn the ropes!!

Part of our Centre motto is FUN! That is the focus for the next few months. Let's get back to enjoying some sport. If you are not enjoying yourself, make sure you tell us why. Replying to these emails would be one way. We'll also have a suggestion box on the counter. Or simply email/text us.

We plan to keep you informed of what's happening at the Centre through a weekly email. Please feel free to unsubscribe to these emails if you would prefer to get information through our facebook page or our sports facebook groups. If you have any questions, please reply to this email or contact us on Facebook or by phone.

Thanks for being part of the CIS family and we look forward to seeing you back at the Centre in the coming week.

The CISC Management Team.

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