

## Issue 65 - September/October 2005

### Special Features

Smoke Free Aquatics, Outdoor Facilities and Playgrounds

### Features - Customer Focus

Is Your Facility as Safe as Houses?

10 Customer Service Tips

Customer Loyalty Programs

Sport Rage

Sparring in the Public Spa, Part 1

New Zealand  
Water Safety Report

Water Management

The Triple Bottom Line

Water Testing

LIWA Conference 2005

Regular Columns

Technical Viewpoint - Public Risk and Awareness

Pool Review - Leichhardt  
Park Aquatic Centre