

OUR CENTRE IS REOPENING

We are delighted to say that we will be reopening our indoor facilities from the **25th July** (our outdoor tennis courts are already open for use).

From this date until the end of August we will be operating reduced opening hours:

- **Monday to Friday 0900-2000**
- **Saturday & Sunday 0800-1600**
- **Bank Holiday Monday (31st August) 0800-1600**

(From September 1st our normal operating hours will resume, Monday to Friday 0700-2230, Saturday & Sunday 0800-2100).

Our customers will play a major part by following the guidelines and measures to make sure that our facilities are as safe as possible for all users and staff.

WHAT YOU NEED TO KNOW ABOUT YOUR VISIT

- Hand sanitiser is available at the entrance for your use.
- More frequent cleaning – Staff will use a disinfectant proven to kill viruses like COVID-19 on high touch surfaces.
- Our reception has a perspex screen, some staff may be wearing non-medical PPE masks provided for their peace of mind.
- Capacity numbers will be reduced in all areas to conform with social distancing measures.
- All usual bookable activities must be booked in advance (members up to 7 days/non-members up to 3 days).
- **The gym and all social/drop in sessions will need to pre-booked** to enable us to effectively manage maximum capacity numbers. Bookings can be made by phoning the Centre on 01223 500009.
 - Gym users can book up to 3 days in advance.
 - Social badminton, social tennis, cardio tennis and skills & drills can be booked 1 day in advance (these sessions must be paid for at the time of booking). **Social sessions will recommence in September subject to guidance.**
- Gym sessions will be **limited to 60 minutes** (this will be reviewed regularly and relaxed as soon as we are able). Total user occupancy has been calculated at 3-metres square to allow users to have a comfortable work out.
- Please clean gym equipment before and after use.
- Please do not bring sweat towels – there will be paper towel available for use.
- Cashless payments only.
- Social distancing rules will need to be followed at all times throughout your visit

- Please follow the signage displayed.
- Changing & showering facilities shall be closed. Please arrive exercise ready.
- Toilets will display signage in relation to occupancy, please take additional personal care by washing your hands before and after your visit for a minimum of 20 seconds, as recommended by the government. Disinfectant sprays and wipes shall be provided for customers to wipe down surfaces touched
- Customers to bring their own **water bottles**. Regular cleaning of water coolers will take place.
- Stay alert – If you see something that you are not entirely satisfied with or have a concern around cleaning standards, please let us know. We are all trying to get used to the new normal.
- We are required by current regulations to ensure that all visitors are registered. This will allow for tracking and tracing to be completed if the centre is exposed to an enhanced risk of COVID-19.

YOUR RESPONSIBILITY

There are a lot of changes in place. The way our new safety protocols will be most effective is if we all make sure to do our part in it.

- If you have a cough, fever, or symptoms of COVID-19, please do not come to the Centre and follow government advice
- If you have tested positive for COVID-19, or have knowingly come into close contact with someone who has, we ask that you do not come to the Centre and follow government advice.
- If you feel unwell or have any concerns about coming to the Centre, please stay home and stay safe.
- Arrive no earlier than 10 minutes before booking/session start time.
- We truly value our customers and ask that you help us to help you during this time.
- Be respectful of the social distancing rules for both other customers and staff.
- Only bring essential items with you to the centre & avoid large sports bags.
- Be kind to each other and our staff, we are all doing our best to ensure that we all staff safe while enjoying the amazing benefits of being physically active.

These measures will be under continuous review and we may alter the arrangements based on government guidelines and or customer feedback.

Thank you for your support and patience during these challenging times and we really look forward to welcoming you back!