

14th August 2020

Dear Member,

We are delighted to be able to tell you that we will be re-opening our doors on Monday 17th August 2020. It's been a long period of not seeing the usual faces with the sports centre.

Whilst you have been away we have been working very hard to create a safe environment for you to return to and we've made some changes to how we do things.

Our changes have been guided by the experts UK Active, the UK Government and Public Health England. Please read this email carefully – we know there is a lot to take in, but it's important that we all work together to keep all who visit the Centre as safe as possible.

We're unfreezing your membership:

If you pay by direct debit, your membership will restart when we re-open. As times have been difficult for all, we won't be taking a direct debit from you for the two weeks in August that we are open, so the first direct debit will be collected on 1st September 2020 to cover 1st to 30th September 2020.

Safety measures we have put in place:

- We'll be cleaning and disinfecting our Fitness Suite more than ever!
- A handwashing station has been situated at point of entry to the Centre.
- Temperature checks, track and trace contact information will be taken on entry to the sport centre at each visit.
- Sanitising wipes will be provided for each member to clean equipment they intend to use.
- The water fountain has been decommissioned.
- Multiply hand sanitising stations, plus lidded bins have been added at key points around the Centre.
- Limit of 4 members using fitness suite at any one time has been introduced - therefore 45min sessions will need to be pre-booked.
- Some machines will be out of use to help maintain social distancing.
- We will not be taking any cash payments - therefore all payments need to be made by phone at point of booking.
- There will be no purchasable items at the centre including food and drink and therefore you will not be able to hire any equipment at the centre either.
- Changing rooms, lockers and the sauna facility will be out of use.
- We will be implementing a new system to enter and exit the Sport Centre with signs to direct visitors, reducing congestion and increasing safety.
- The new flow system will also apply to those using sports hall and MUGA facilities.

What we will be asking our members and visitors:

- Everyone must arrive to the sport centre in their sports gear in readiness for the pre-booked activity.
- We encourage all our members and visitors to travel to the facility by cycle, walk or car in the first instance, where this is not possible please and public transport is your only means to get to the facility adults using public transport should refer to the [safer travel guidance for passengers](#).
- A dedicated area will be made available to leave cycles safely, as long as you bring your own chain and lock.
- Please do not bring a towel into the Fitness Suite, disposable paper towels will be available for all our members.
- Use our hand sanitiser when you enter the fitness suite and again as you leave it.
- Do not share equipment and do not move equipment around the Fitness Suite.
- Use our sanitising wipes to clean each machine and equipment after use.
- All equipment to be wiped before and after use for sports hall and MUGA facilities

COVID-19 symptoms:

- A high temperature, a new continuous cough or change to sense of smell and taste.
- If you experience any COVID-19 Symptoms after visiting the Centre, please contact us immediately.
- At the time of booking, members will be asked to declare that have not experienced symptoms in the previous 10 days and leave their contact details.

If you have any further queries or questions, please feel to contact me directly via email.

Thank you for your continued patience and support. We look forward to welcoming you back.

Lloyd Scott – Sports Centre Manager