

## THE COVID BIT...WHAT ARE WE DOING TO KEEP YOU SAFE?

*Keeping you safe and healthy is our number one priority. That's why we're introducing new cleaning and social distancing measures, which have been guided by the experts at UK Active, the UK Government and Public Health England, Wales and Scotland.*

### RETURNING TO THE STUDIO

Every client will need to complete a new PARQ and Covid Questionnaire BEFORE their first appointment. Ideally this will be completed electronically. On every visit thereafter, your temperature will be recorded and your signature requested to confirm you have answered the Covid Questionnaire and remain 'safe'. Your booking details will remain available via our calendar for 21 days following the Track & Trace guidelines.

### TEMPERATURE CHECKS AND CLEANLINESS

We'll be checking everyone's temperature on arrival including our own. If anyone has a high temperature, they won't be able to enter the facility. Clients will be encouraged to sanitise their hands on entry and additional hand sanitiser stations have been positioned at key areas throughout the facility. Full hand washing facilities are as always, available in the washrooms.

### CLEANING AND DISINFECTING - WHAT ARE OUR ENHANCED CLEANING PROCEDURES?

Both us and clients will play a part in creating a clean and safe environment for everyone. Our increased infection prevention procedures include:

**Hand sanitising stations:** We ask that you sanitise your hands in the entrance on arrival and throughout the facility during your visit.

**Disinfectant Spray & Wipes:** We also ask that you clean any gym equipment after use with sanitising spray and wipes.

**Increased cleaning hours:** Gym equipment and touch points will be sanitised on a regular basis throughout the day and the facility will be thoroughly cleaned every night. We'll also be closing mid-day until 4pm Monday to Friday to allow more time for the studios to be cleaned.

**Training:** We have undertaken cleaning training including Deep Cleaning, Cleaning Principles, Infection Prevention & Control, Health & Safety, Healthy Mind & Wellbeing and Customer Service.

**Protection:** We've removed the reception and lounge area to discourage gatherings and we'll be wearing PPE when required in line with Public Health England recommendations.

### SOCIAL DISTANCING MEASURES

**Social distancing signage:** This includes posters and stickers throughout the facility.

**Limits on numbers:** To avoid overcrowding, we will limit how many people are allowed in the facility at once. Advance booking is essential. Short notice bookings may not be possible – if we reach full capacity, we'll need to ask you to come at a different time.

**Smaller classes:** Studio capacity will be reduced for group exercise classes to allow for the 2-metre social distancing and hygiene rules. When you're waiting for and during your class, please follow social distancing rules at all times. Clear the studio space as quickly as you can when the class has finished.

## CHANGES TO CLASSES

We're running smaller classes to keep everyone safe. These will be timetabled to make sure we have enough time to clean the studios and equipment. Those on monthly class packages will be prioritised first and we advise sticking to the same class each week where possible.

## PROTECTING YOU AND US

We've removed our reception desk so all payments will be via Direct Debit or contactless. Water is available to purchase cash only (no change available).

## HOW YOU CAN KEEP YOURSELF AND OTHERS SAFE

To keep our facility as safe and clean as possible, we need your help too. We ask that you follow a few simple rules when you visit us...

### BEFORE COMING TO THE GYM

Stay home if you're unwell. Please don't come to the studio if you feel sick or have COVID-19 symptoms or if you have been around someone who has been diagnosed.

### BRING YOUR OWN

Bring a full water bottle as the sinks are no longer in use for drinking water. The kitchen is for staff only. Bottled water will still be available to purchase – cash only. We request you don't use your sweat towel for the wiping of gym equipment. We are no longer able to supply sweat towels. Antibacterial wipes and blue roll etc will be provided for use. **The use of a towel is still essential when using a Wattbike so please ensure you remember to bring one.**

### ARRIVE READY TO WORK OUT & TRAVEL LIGHT

Please come in your workout gear where possible to avoid filling up the washrooms. We won't have as much storage available as usual, so please think about how much kit you're bringing with you.

### WHILE YOU'RE AT THE STUDIO

We advise against wearing face masks as these can hinder your breathing while exercising. please consider wearing a mask to arrive and leave the studio as this is when you may be likely to meet others.

## **USE HAND SANITISING STATIONS**

You'll find these at the top of the stairs and throughout the facility. Please use before, during and after your workout. Please make sure you follow proper handwashing if you use the washrooms. If you sneeze or cough, do it into your elbow. Tissues will also be available.

## **IF YOU'RE DOING A CLASS**

Try to arrive no more than 5 minutes early and follow the social distancing rules while you're waiting for the class. If you arrive early, please wait outside, preferably in your car to avoid gathering at the shared entrance. When entering, keep your distance and stand in a space whilst waiting. When it's over, please leave the studio as quickly as possible to enable us to clean and prepare for our next clients.

## **FOLLOW THE SOCIAL DISTANCING SIGNS AND STAY IN YOUR AREA**

Stay at least 2 metres from others as much as possible throughout the facility.

## **CLEAN YOUR EQUIPMENT AND MATS**

All equipment is cleaned before use. Please clean your own equipment after use with the cleansing packs distributed around the facility.

## **KEEP TO YOUR WORKOUT TIME SLOT**

Please try to be on time for your booked session. Also, please do not arrive early! This will enable us to manage availability and appointments for other clients while we work at a much lower capacity.

## **ONLY SHOWER IF YOU'RE GOING TO WORK**

We're limiting showers to those who are going straight to work after training, so please shower at home where possible. If changing or using the washroom facilities, please vacate the room as quickly as possible as there will be a 2 person limit at any one time.

## **IF YOU'RE NOT READY TO COME BACK JUST YET**

Whenever you're ready, we'll be there to make your return as straightforward as possible.

## **ONLINE WORKOUTS**

Don't forget you can still use our digital resources from home as they will remain in the private Facebook group (monthly members only) and on our YouTube channel.

**We'll keep you updated on any changes. Thank you for your continued patience. Also, we want to reassure you that if there is a reported case of COVID-19 in the facility, we'll tell you straightaway and close for a full clean of the entire building. Whether you decide to come back to the studio, or prefer working out at home for now, we understand. If you have any questions at all, please contact us.**

## FREQUENTLY ASKED QUESTIONS

We've hopefully answered any further questions you may have below, but if you have any queries, please contact us.

### **IS IT SAFE TO GO BACK INTO THE GYM?**

Yes, we're confident in our ability to minimise the risk of infection and keep our clients safe. We'll be implementing enhanced cleaning procedures and adopting stringent social distancing measures to create a safe environment for you to visit. We'll be temperature checking everyone on arrival and if you have a high temperature you won't be able to enter. We are also asking clients not visit the studio if they feel unwell or have COVID-19 symptoms, and there will be clear signage to reflect this.

### **WILL WE BE WEARING PPE?**

We will risk assess for the need for barrier protection, e.g. face coverings such as visors. Gloves can be contaminated with germs, which are difficult to remove, so regular handwashing and using antibacterial hand sanitiser is deemed to be more hygienic. Training gloves are allowed as you will be cleaning all of your equipment after use – but please leave them on or put them in your red box when finished with them. In a gym environment, masks may limit a client's oxygenation when working at intensity. However, please consider wearing a mask to arrive and leave the studio as this is when you may be likely to meet others.

### **HAS THE GYM BEEN DEEP CLEANED?**

Yes, we cleaned and sanitised following closure and will receive a further deep clean before reopening. During the closure, we have followed a strict water management regime of regular flushing and turnover of water in our systems, along with temperature monitoring on all our showers and taps plus a planned servicing of the boiler.

### **WILL THERE BE ANY CHANGES TO OPENING HOURS?**

Yes to allow for cleaning. New hours will be: 6.30am – 12noon then 4-10pm Monday to Friday; 6.30am – 12noon Saturday; 4-6pm Sunday.

### **WILL THERE BE CHANGES TO THE CLASS TIMETABLE?**

Yes, the class timetable has changed and all classes are listed on the website.

### **WILL CHANGING AND KIT STORAGE BE AVAILABLE?**

The changing rooms will be open, but to help us with social distancing, we encourage you to arrive dressed to train and shower & change at home afterwards if possible. There is a limited amount of kit storage available, so please keep your personal belongings to a minimum. Kit boxes will be available.