

Visiting Killamarsh Sports Centre FAQ:

Q: What are you doing to reduce the risk of infection?

A: Whilst it is down to the individual customer to take *reasonable personal responsibility* when taking part in physical activity; we have, in line with the leisure and sport industry guidance, implemented the following:

- Our staff will be continuously cleaning the facilities throughout the day
- We have increased hand sanitising stations throughout the centre
- Social distancing is being promoted throughout the centre including queuing arrangements. A “keep right” system is in place throughout.
- Signs have been installed to encourage social distancing and hand sanitising
- Customers will be reminded to clean equipment before and after they use it
- Screens have been installed at our reception point
- There will be programmed intervals between sessions to allow staff to thoroughly clean equipment
- Where possible, contactless card payments are preferred
- Pre booking will be essential in order for us to manage social distancing effectively

To help us keep the sports centre open we will need customers to follow our guidance and staff will be on hand to remind customers of this.

Q: What should I do when I arrive at the centre?

A:

- Please ensure you arrive approximately 5 minutes before your session begins and please arrive in suitable work out clothing as changing facilities will not be available
- We have a queuing system in place (keep right) at the centre and signage to help direct customers and promote good social distancing.
- Initially there will be no fast track swipe available to use. All customers will need to check in via the reception desk

Q: Can I bring my own towel to the gym?

A: Towels/’sweat towels’ will not be able to be taken onto the gym floor/into the studio, as per UK-Active guidance.

Q: Can I bring my own water bottle?

A: Please bring a prefilled water bottle large enough to last the duration of your workout as water dispensers will not be available in the initial stage of re-opening. Vending machines will be available to use (contactless payment option available).

Q: Can I bring my own equipment?

A: If you are attending for a yoga or pilates class it is recommended that you bring your own mat to use. Customers are welcome to bring their own hand sanitiser and wear a face mask if they wish. Please do not bring your own cleaning equipment. This will be provided for your use around the centre.

Sports and fitness activities

A programme of activities will be available at the sports centre from Monday 24th August this will include 3G pitch hire, racket sports, gym and fitness classes. These will all need to be pre-booked. Full information of classes and booking is available on our website and Facebook page. Information regarding other activities will be updated in accordance with national governing body guidance.

Q: How can I book a session?

A: All activities need to be pre booked including using the gym. This can be done online, by telephone or in person whilst you are at the centre via reception. You will need to be a member or registered user to book an activity. Bookings will be taken **7 days in advance only**.

Q: What is a registered user?

A registered user is a customer that uses the centres without any kind of membership. This is required to implement the COVID-19 track and trace system. It will require your full name, phone number and e-mail address.

You can become a registered user from the 20th August by contacting the centre in any of the following ways:

Killamarsh Sports Centre

Email: parish.office@killamarsh-pc.gov.uk

Telephone: 0114 2485554

Please see our privacy policy for guidance on how your information will be used and stored.

Q: Which fitness classes will be running?

A: We will be running a reduced timetable of fitness classes. The number of classes we run may increase in future weeks and months. However customer and staff safety remains a priority and we need to ensure there is time for cleaning between sessions.

Q: How many people will be in a fitness class?

Social distancing measures have been put in place for all classes. The number of participants will vary depending on the type of activity taking place and the size of the space being used.

Q: Will there be any changing facilities available?

There will be no changing facilities for the gym or fitness classes. We are asking customers to turn up ready to take part in their session with minimal personal belongings. Customers are also asked to leave promptly after their session has finished so that cleaning can commence swiftly. This is to help us to comply with leisure and sport industry guidance.

Q: Can I use hairdryers?

A: Hairdryers will not be available to use in the initial stage of re-opening.

Q: Can I pay with cash or is it contactless?

A: We would encourage customers to use contactless payment methods as much as possible but if this payment method is not available to you we will accept cash.

Q: Will the Bar at the Sports Centre be open?

A: No, the Bar will not be operational in the initial stage of re-opening. However vending machines for drinks and snacks will be available to use (contactless payment option available).

Q: Will the sauna area in the Sports Centre be open?

A: The sauna area will remain closed in line with the latest Government guidance.

Q: Will the toilets be available to use?

A: Toilets will be open for customers only. They will not be open to the general public until further notice.

Q: If I am a member when will I start to pay again?

A: Membership payments will commence from 1st September 2020 for the following amounts:

Gym only concession (no change)	£18
Gym only (reduced)	£19
Gym & Class Concession (reduced)	£19
Gym & Class (reduced)	£19

Q: If I don't feel ready to return can I still freeze my membership?

A: Absolutely! We appreciate that not everyone will be ready to return which is why we are offering those customers who want to the option to continue to freeze their membership for up to a further two months. If you wish to do this, please contact:

Killamarsh Sports Centre

Email: parish.office@killamarsh-pc.gov.uk

Telephone 0114 2485554

Q: I have a pre-paid membership what happens now?

A: All annual memberships will have the number of weeks we have been closed added on to the end of the membership period.

Q: Will the opening hours be the same pre lockdown?

A: No due to increased cleaning and staffing levels the Sports Centre will be open Monday to Friday 7:45am – 10pm only. This will be reviewed early September.

