



Customer Guidance Covid Sports Arena

Please Note: This is a temporary amendment to the Sports Arena general procedure due to the Corona Virus (COVID19) outbreak This does not replace the procedure of the facility; it just explains the extra and additional information for members to help support the existing policies during the current Covid 19 crisis.

General guidance & Customer information

Welcome back, it will be great to see all our regular members again and help you get your fitness back after what has been a challenging time.

We have made some changes to your centre for when you return to the facility, these have been made to keep all our users safe and ensure that we are following government and sector guidelines. Keeping our members safe is our top priority and we would ask that you read through the guidelines to assist you when you start. Rest assured we are doing our utmost to make sure you feel safe when coming back to us.

Customers will notice increased signage and information around the facility, this will explain practices that we all must follow to ensure that we can continue to operate safely throughout the Covid crises. The facility will operate a reduced opening times of 8am -7.30 pm in the initial phase and you will notice that we will be opening additional areas in the coming weeks, supporting our full and diverse range of users and helping to get all your fitness regimes back on track! *Please visit our website for more information.*

Some Key changes when you return to the facility:

Reception

Customers will be required to report to front reception upon arrival, Sanitising stations are located at the front entrances and around the facility for your safety and you will be asked to sanitise upon arrival, thereafter staff will inform you of the procedures and ask you to complete a new direct debit mandate for registration if required. We are also encouraging all users to use card when paying for any activity or new memberships.

Staff will be on hand to show you around the facility ensuring that you are familiar with any new layout and understand the new Covid procedures we have put into place.

Staff will be operating strict protocol and we would ask that users abide by the social distancing measures, whilst training within the facility, floor markings and notices are clearly displayed throughout the facility and are in place to help keep you and the team safe. ***If you are unsure of any of our new procedure please speak to a member of the Arena team.***

Please note, If your health has changed you will be required to fill out a new questionnaire to update your documents, People with underlying health conditions such as diabetes, lung conditions, and the elderly individual's whom are in general poor health and considered at higher risk. Please make the instructor aware upon your arrival so that we can adapt your programmes and fitness regime accordingly. If you are showing sign of any Covid related symptoms we would ask that you do not attend the facility until it is considered safe to do so we may ask for a Doctor's note in specific cases.

Corridors

The centre has been set up for you to maintain social distancing guidelines this is identified through the guidelines and notices around the facility. Please follow these whilst within the building and speak to a member of staff if unsure who will be on hand to help. High contact touch points will be wiped down regularly by the Arena team

Fitness suite

Customers at this present time ***will not be*** required to book in for fitness suite, however we are asking that you limit your sessions to a ***90 Minute window*** for any session in order to be fair to all users, for your safety, equipment has been placed into additional areas within the facility along with machines being placed out of order to support social distancing regulation.

We are also asking customers **not to bring sweat towels** to the facility however blue towel will be available within all our rooms that can be discarded after use. Spray bottles and blue roll are provided. All members will be encouraged to clean down equipment after use this is in addition to Arena team cleaning and an extensive college facility management cleaning programme all in place for your safety.

Classes

Social distancing and cleanliness will be promoted by the instructor at the beginning and throughout classes. Customers should not share personal belongings, Group classes will be organised in a series of formations to comply with social distancing, with appropriate spacing between participants and monitored by the instructor throughout the class. Spray bottles are provided and participants are actively encouraged to clean kit along with general cleaning programme.

Classes are bookable and this will be required in order to limit numbers, and for your safety, we would ask that you bring your own mat if required, however mats are available for members to use if required. We will be operating a reduced class timetable at this present time and where possible delivering outside classes. This will be displayed upon our website.

Water fountains

Water fountains have been placed out of use for the time being and we would encourage all members to bring their own water bottles to maintain hydrated whilst training within the facility.

Changing Rooms/Showers

Extra care/signposting will be provided to maintain social distancing when in these areas. Restrictions must apply if social distancing cannot be maintained, and we may be required to withdraw changing facilities if high numbers on site. Therefore we are advising all customers to come ready changed where possible. Cubicles are encouraged to ensure social distancing in confined spaces.

Toilet areas.

We have also placed signage upon all toilet areas i.e. occupied/ vacant, so that we can ensure a safer environment, again we are asking customers to be mindful of these notices and place the sign to the vacant position once the area has been used soap and hand gels and filled regularly to ensure reduced risk. An extensive cleaning programme is in place by the college facility management team.

This policy has been put together to assist users in understanding the new procedures when entering the facility ready for re-opening ensuring all our customers and staff are safe and fully informed whilst utilising the facility. If you have any questions regarding the above information please contact the Sports Arena on 0161 653 2070

Thank you

Paul Driver
Sports Arena Manager