

DINGWALL LEISURE CENTRE

Customer Journey and information



Customer Journey

- Entry and exit for fitness suite, swimming pool, badminton and activity hall use will be through the main entrance. Entry and exit for classes in the games hall will be via the games hall fire exit by the car park entrance
- Customers must sanitise hands on entry and exit.
- Customers should keep to the left when walking through the facility to help maintain social distancing.
- Various sanitising and cleaning stations are located throughout the facility.
- Customers should leave the premises as soon as the session is finished following the designated routes.

Bookings

- All activities must be booked in advance with the exception of the fitness suite and open swimming sessions. Bookings via online or by telephone. All-inclusive and budget members can book up to 7 days in advance, Pay as you go members can book up to 3 days in advance, any payments must be paid in advance.
- All activities have maximum numbers in place based on current guidance and capacity.
- Please arrive on time for bookings. Avoid being early as queues should be avoided and if late access may be denied.
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Fitness Room Use

- Please arrive 'gym ready' and wearing the correct attire as showers and changing facilities are not in use.
- Sessions will be 1hr in duration. Please arrive on time and leave immediately after session.
- Booking for the strength area and CV/Fixed weights are separate – customers cannot go between the 2 areas
- Customers should clean all equipment before and after use, this includes items such as dumbbells, weight plates and medicine balls. Various cleaning stations provided throughout the room.
- Max of 20 mins on CV equipment, this may be extended at the discretion of the onsite staff depending on demand.
- If you require a refresh induction of any piece of equipment, please ask a member of staff before using it.

Group Fitness Classes

- Please arrive 'class ready' and wearing correct attire as showers and changing facilities are not in use.
- Sanitise your hands on entry to the games hall.
- Customers to clean all equipment before and after use. Equipment sharing is not permitted. Various cleaning stations provide around the hall.
- **High Intensity Classes** – Body Attack, Metafit, HIIT Step, Circuits.
- **Medium Intensity Classes** –CX Works, Body Conditioning, Body Pump, Kettlebells.
- **Low Intensity Classes** - Body Balance, Yoga, Pilates, Otago, Aqua Fitness.
- On entry to the hall, fill class spaces from the back to the front, thus preventing customers having to pass each other
- Facility aerobic mats are not available to use for hygiene reasons, please ensure you take your own mat. Mats can also be purchased from reception.
- Please use the toilet before class to reduce likelihood of needing to exit mid class. There will be access to the dry side toilets from the games hall.

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Swimming

- Pool sessions will generally be 45 minutes long. Where possible entry for each session will be staggered to avoid queuing.
- You must arrive on time. Please be aware you may be denied access to the pool if you are late.
- Access to the changing facilities will be through the door in the foyer, all swimmers must access the pool hall via the door beside the male toilets and can exit the pool hall the same way and back through reception
- A number of lockers will be in use for secure storage of your belongings
- Spectating is not permitted
- Steam room is not currently in use
- To avoid congestion and to help comply with maximum capacity numbers please ensure that you exit the changing area as soon as possible once you have been showered and changed

Face Coverings

- A face covering must be worn by all customers when in indoor communal areas, except where an exemption applies (as defined in the legislation), or where there is a 'reasonable excuse' not to wear a face covering such as eating or drinking and exercising/undertaking physical activity. This is a mandatory requirement.
- HLH Staff will also wear face coverings. Some exemptions to this are: staff at a reception with 2m social distancing and a screen & staff that can keep over 2m from customers when performing lifeguarding duties.