



## Customer Journey

- Entry for the Fitness Suite and adult fitness classes will be the main Reception entrance
- Exit from Fitness Suite, Learner Room and Sports Hall will be back into the main corridor and out through the main exit.
- Customers must sanitise hands on entry and exit.
- Customers should adhere to social distancing and directional signage while visiting the facility.
- 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.
- Toilet facilities will be available in main foyer.
- There is no changing room or locker availability.
- Every 3 to 4 hours the building will close for a deep clean.

## Bookings

- All activities must be booked in advance. 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 to ensure social distancing can be adhered to.
- No drop in visits will be accepted so please do not turn up at the facility without booking.
- Please arrive on time for bookings. Avoid being early as queues should be avoided and if you arrive late access may be denied.

## Fitness Suite / Learner 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. Staff will assist with this process
- Please use the hand sanitiser stations prior to gym usage.
- Customers should clean all equipment before and after use, this includes items such as dumbbells, weight plates and medicine balls. Various cleaning stations are provided throughout the room.
- Adhere to social distancing – if a machine is in use, avoid the machines directly to either side of this and possibly in front. Some CV equipment will be out of use. Staff are there to guide you.
- 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.
- The toilets in the main foyer are available for customer use
- When leaving please follow the Facility exit signposts. Please note this may be subject to change.

## Group Fitness Classes

- Please arrive 'class ready' and wearing correct attire as showers and changing facilities are not in use.
- Please arrive no more than 10 minutes prior to the class starting
- Sanitise your hands upon entry to the Sports Hall.
- Customers to clean all equipment before after use. Equipment sharing is not permitted. Cleaning station is provided in the hall.
- Class numbers will be limited. Floor markers will outline starting points for customers. Red, yellow and green spots mark out the correct spacing on the games hall floors. Please follow instructor guidance on

what colour you should be standing on for your specific class (Red - High, Yellow – Medium & Green – Low Intensity)

- **High Intensity Classes** – Metafit, Indoor Cycling
- **Medium Intensity Classes** – Kettlebells
- **Low Intensity Classes** -
- On entry to the hall, fill class spaces from the front to the back, 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.
- Use toilet before class to reduce likelihood of needing to exit mid class as social distancing must be adhered too. Ask staff within the facility to confirm which toilets are accessible.
- When leaving please follow the Facility exit signposts. Please note this may be subject to change.

## All Weather Pitch

- One representative of booking to report to reception to notify of attendance.
- All sessions are to be booked (no turn up and play).
- Bookings to be paid in advance of booking (booking should be paid by card over the phone or via invoice).
- Each let booking must have a designated COVID officer.
- Bookings to follow one-way system for entry and exit of pitch.

## 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 valid reason 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.