

Opening statement

We are getting ready to welcome you back ... we have missed you! Its time to get back to being healthy and active. Let us support you on your health and fitness journey.

We are delighted with the Government announcement that Leisure Centres in England can reopen on **25th of July**. We are planning on a staged reopening over the coming weeks.

The safety and well-being of our members and teams remains our top priority during this period and while things will look a little different, Acorns Health and Fitness will continue to provide a premium health and fitness experience. We will be incorporating extensive cleaning protocols and social distancing practices throughout the Leisure Centre

We encourage you to stay healthy and active during this time and urge all visitors to observe good hygiene and be socially responsible. This is a collective effort to keep yourself, your loved ones and everyone safe.

We appreciate your understanding and patience and we will make sure we can offer a safe environment for our customers and staff to return to what will be the “new normal”.

We are closely following the government guidelines for when we can re-open different activities and services.

Please visit our centre website – www.lordswood-leisure.co.uk which lists what is currently open. We also post regular updates on our social media pages.

New Temporary Opening hours

Weekdays - 7am - 9pm

Weekends - 8am – 5pm

Centre Rules

These rules are based on the latest guidance from government and public health and will be continuously reviewed and updated regularly.

The safety of you and our team is our priority. Please familiarise yourself with our centre rules before you arrive.

We have reduced customer numbers, so you can be sure that you can safely use the centre and all the facilities that remain accessible.

We will be temporarily introducing a booking system to avoid crowds and ensure compliance with social distancing. It also helps us to avoid customer disappointment as you can ensure there is a reserved space for you by booking in before you travel to the centre.

What are you doing about access to the centre and social distancing during visits?

- We now have a new booking system in place so we can control the number of people in the centre at any one time. All visits must be pre-booked, please go to our website and book a gym slot or fitness class.
- Entry, movement around the buildings and exiting is clearly signposted. There are directional signs carefully placed from outside the centre and throughout inside that will guide you.
- Social distancing must always be maintained, there are signs to assist you to maintain a safe distance.
- Please do not turn up too early for your session. Queuing is strongly discouraged.
- You must register at reception prior to entering the centre.
- Where possible we have arranged equipment in a way that makes it easier to ensure social distancing is kept. We have done this by rearranging the position and spacing of the equipment, some equipment may have been moved to a new location or have been put out of order
- We have reduced the number of group exercise classes and class occupancy numbers for certain classes. Other classes have been moved to our larger sports hall to accommodate more members.
- First aid, if required, will be administered by trained staff using appropriate PPE.

What new cleaning measures are in place?

- The Leisure centre has been deep cleaned prior to opening by a professional company. We are suitably equipped and stocked with suitable products that meet the requirements of our enhanced cleaning plan.
- We have enhanced cleaning protocols that follow the fitness industry and Public Health England guidelines. During the day our staff members will be cleaning the gym on an hourly basis focusing on high frequency touch points with a full clean undertaken every night.
- All air conditioning units have been fully serviced and the speed increased to improve ventilation in the gym as per public health guidance.
- We have disinfected our water system including our water tanks in readiness for reopening
- Cleaning sprays, blue towels and wipes are available for you to use to help us keep the equipment clean and safe

PPE

Hand sanitiser stations have been carefully located throughout the centre for members and staff to use.

You will also see protective screens at the reception and more space between equipment.

What rules do I have to follow?

- You must stay at home if you have any COVID-19 symptoms, no matter how mild. This includes muscle ache, headache, loss of smell/taste, sore throat, fever, shortness of breath or a continuous new cough.
- You must use the hand sanitiser station at the main reception when entering the centre.
- You must always observe social distancing and follow signage for the one way system.
- All forms of exercise are permitted, sweating is not considered a health risk under the guidelines.
- Please use contactless payments when possible to avoid contact

GYM MEMBER CODE OF CONDUCT

Pre-Booking

Use of the gym and workout classes will be via pre-booked slots only. You can pre-book your session via the booking system online or call us to book a timeslot. Unfortunately, due to new government guidelines our health suite will have to remain closed until further notice.

Gym slots will initially be available to book 7 days in advance for members and 5 days for non-members. Gym members can book one session a day. The session times are up to a maximum of 1 hour per member per day. When we re-opened this was originally 45 minutes but it was upped following customer feedback. This change comes into effect from Monday 10th August 2020.

Due to social distancing class numbers will be reduced and we will make use of the sports hall to allow members more space to enjoy our classes.

Sessions may be cancelled within 24 hours of your session time. Failure to cancel your session will incur a 'did not attend' record. Any member not showing for 4 sessions in a single month period will have their booking rights withdrawn for a period of one week.

Entry

- You must stay at home if you have any COVID-19 symptoms, no matter how mild. This includes muscle ache, headache, loss of smell/taste, sore throat
- Please pre-book your sessions online or via the phone before visiting the centre.
- A temperature check will take place at reception before entering the gym. Customers with a temperature over 38 will be refused entry.
- Hand sanitiser will be available on entry and exit from the facility and must be used by all members.
- Please come gym ready as the changing areas / lockers will be closed. We will provide a basket for all your personal belongings and safeguard them for you in a secure area.
- Please do NOT congregate pre/post workout or turn up early for your session
- You are allowed to bring a 'sweat' towel to train - for personal use only. Please do not wipe down the equipment with your towel, use the sanitising wipes/spray provided.
- Phones and MP3 player/small media devices will be allowed in the gym
- Water fountains will be out of use, so please always take your own water bottle and keep it with you.
- Please clean each machine and equipment with the sanitiser and blue roll provided before use and again after use.
- Shared items such as mats will not be available. You will need to bring your own.
- You may leave your gym session at any time within your timeslot and must vacate immediately when your gym session or class has finished.
- No "spotting" in the weight room is permitted
- Any weights used in the session must be left in the designated area to be thoroughly cleaned.

Post workout

- No access to changing facilities and showers is permitted at this time
- Wash/sanitise your hands immediately after your workout
- We ask that you please wash your workout kit after each visit
- Toilets will be available. Please minimise the amount of time spent in them.
- You should leave the facility promptly after your session, using the hand sanitizer provided on the way out.
- If you require first aid, please notify the centre staff

Personal Training, Fitness Programmes and New member welcomed

In accordance with national governing body guidance, PT, Fitness Programmes and Fitness Welcomes will always be resumed with social distancing observed. Programmes will resume from Monday 10th August 2020, programmes may be made slightly shorter than they originally were to fit in with the new gym session times.

New members are able to book inductions and sign up for a membership as of the 1st August 2020, please call us to book a time and date convenient for you.

Please note by booking your session you are agreeing to comply with the Member Code of Conduct for the safety of all our customers and staff. Right of admission may be withdrawn if a member knowingly disregards this guidance, our Member Code of Conduct and puts others at risk.

Acorns Health and Fitness - key information about memberships

What will happen to my Direct Debit?

We are contacting all members to tell them when we will start to take Direct Debit payments again, direct debit payments will begin again on the 1st August 2020.

What happens if I pay upfront/annually?

We will extend your membership access to the centre by adding extra time to your unexpired membership duration. This will be at no cost and will reflect the time that we have been closed.

I have cancelled my Direct Debit at the bank, what do I do?

We need a new Direct Debit Instruction from you. Please [Contact Us](#) and the team there will be happy to help.

I do not feel ready to come back yet, what can I do about my membership?

We understand that it's not possible for everyone to return and we're happy to continue to freeze your membership. Please [Contact Us](#) and the team there will be happy to help.

Preparing for your racket sports booking

You or your session partner(s) should not attend if they feel unwell or are displaying any symptoms of coronavirus.

All court sessions need to be booked in advance and must end at the designated time.

A maximum of 4 people are permitted per court.

Any club or coached session bookings will require a written risk assessment in advance.

Hand sanitiser will be available on entry into and exit from the facility and should be used before and after your activity.

You should arrive kitted up and ready to play.

Toilets will be available, however please minimise time spent in them.

You will need to bring your own equipment - we will not be able to hire or lend any rackets, bats, shuttles or balls. Nets will be provided for you and setup before your session.

Spectating is discouraged. For children only, one parent or guardian is permitted. Social distancing must be strictly adhered to.

During your session

You must follow the arrows to your designated area. We are operating a one way system in and out of the main hall.

You should not move beyond your designated court onto other courts.

Always maintain social distancing during your session, adhering to sport-specific guidance on numbers (see below).

Avoid handshakes and high fives.

Hands should not be wiped dry on tables or court surfaces including floors, walls or equipment.

Individuals should only handle their own designated shuttle or ball unless from the same household. If playing with a person from another household, two different balls or shuttles should be used.

For table tennis, players should use one side of the table and not swap ends. The table should be wiped down before and after session.

If you require first aid, please notify the centre staff.

After your session

Toilets will be available, however please minimise time spent in them.

We recommend you go home to shower and change.

Please leave the facility promptly after your session, using the hand sanitizer provided on the way out.

These rules are based on the latest guidance from the National Governing Bodies and will be reviewed and updated at regular intervals.