



July 2020

Dear Member

We are delighted to welcome you back and hope you have stayed safe and well – our doors will reopen on Saturday 25th July at 6.30am.

The safety of our team, members and guests is our number one priority, and while things will look a little different, we hope the new measures won't detract too much from your visit. We feel we have an advantage to many operators in that the hotel remained open to NHS key workers throughout lockdown and so we were able to develop COVID secure policies which we have now deployed in the leisure centre. We continue to follow the advice of Public Health England and will adopt any new guidelines they may publish.

Key measures include:

- Fundamental to keeping everyone as safe as possible, is your cooperation. Please adhere to the guidelines and follow the instructions of the team – please do not visit us if you feel unwell. We reserve the right to refuse entry.
- On arrival, please wait for a member of the team to welcome you before you enter so we can advise you of the new procedures and control access.
- All the team are required to complete a health questionnaire and have their temperature taken prior to starting their shift. You will be asked to do the same before entering.
- We have enhanced our already extensive cleaning protocols and introduced social distancing practices throughout the complex.
- Limiting the number of guests in certain areas of the club.
- Hand sanitiser stations have been located in the reception, pool area and gym.
- We have invested in a MYDIS ULV Fogger so as to disinfect all surfaces overnight. The treatment has been certified to kill the COVID-19 virus within one minute.
- We ask that if you can, you come gym or beach ready. Changing rooms will be open but the number of people allowed in at one time will be limited and so we anticipate this could be a pinch point.
- The pool area has always benefited from an air handling system which introduces fresh air from outside. We have modified the gym air handling to maximise fresh air supply.

- In order to mitigate contact transmission, we have removed some contact intensive equipment. This has allowed us to space out the remaining equipment in excess of the Government guidance.
- Following Government advice, the sauna and steam room will remain closed until further notice as the risk of transmission is unclear.
- We will trial a simple booking system to control pool usage. This will be restricted and can be booked 24 hours in advance. Any abuses such as no shows will have to be penalised with the privilege being removed.
- We have positioned signs around the complex to remind people of the steps we need to take together to keep safe.
- Monthly fees will commence from 1st August, albeit we will not collect the direct debit until 17th August. Annual member will have 4 months added to their membership.
- For those of you who are unsure, you will be able to continue to freeze your membership for up to 2 months - but you must let us know in writing by Saturday 8th August.
- In order to complete our enhanced cleaning procedures, we will be closing an hour early Monday to Saturday. The new opening times will be Mon-Sat 06.30-21.00, Sun 08.00-20.30. Last admission 45 minutes prior to closing.

We hope this answers your questions, but should you have any queries, please don't hesitate to contact us. We can't wait to see you!

Yours sincerely

Jacob Lewis
Leisure Manager