



GET READY

07/07/20

Although we do not have a confirmed date of re-opening from the Government, I wanted to take this opportunity to provide some more clarity on what has been done, and continues to be prepared, for whenever we are allowed to welcome you back to Sportspark.

Throughout the closure, our team have been working hard to establish, agree and implement significant operational measures, in line with Government guidelines and National Governing Body recommendations, to help maximise the safety of all our customers and staff when we re-open. It has been fantastic to witness the teamwork and spirit amongst our staff and I am extremely proud of how they have adapted and supported each other during these times. I am sure that you will all be greatly reassured and impressed with the work that has gone into getting our business ready to open our doors to you all again.

We are in the process of finalising our usage instructions and you will be able to find details of all of our changes, along with our Risk Assessment, on a dedicated Covid page on our website.

We are also putting the finishing touches to some wonderful instructional videos, produced by the team, that will detail not only what we have done but also how we will need you to play your part on your return. Please take the time to review all of these resources in order to ensure you fully understand, and are comfortable with, our new procedures before you attend the Sportspark.

We understand that two of the most pressing items that we will need to provide clarity on will be how we will maintain the highest level of cleanliness possible and how we will manage the requirements of social distancing throughout Sportspark.

Our new 'Spotless' cleaning processes have been developed to not only to prepare the business for re-opening but also to maintain these high standards at all times. An intensive deep-clean of all areas will be supplemented by the enhanced monitoring of standards and with particular focus placed on any touch points within the building. We are confident that, with your help, we can ensure that our building will be as clean as you would expect on each and every visit.

Throughout recent times we have all become acutely aware of the need to maintain social distancing to protect the whole community. We have planned extensively and will continue to work to current social distancing guidelines having fully reviewed all areas of the building and assessed both our capacities and our access routes. A one-way system has been designed for the entire facility to allow safe movement during your visits and we will be asking participants to arrive just before their activity time, and to vacate the premises as soon as possible afterwards.

With the financial implications resulting from an extended closure, alongside our commitment to support our staff by guaranteeing 100% of their salaries whilst on furlough, it is important that we review our operations throughout these turbulent and unknown times. For that reason there may be the requirement to adjust our programming based on business demands.

With that in mind, and in order to maximise overall participation capacities, we have made the decision to re-purpose some facilities on re-opening. We are extremely fortunate to be able to utilise Hall 4 as a magnificent group exercise location which will allow us to provide 3 metres between each exercise space and facilitate the safe movement of equipment at all times. Some of our squash courts will also initially act as additional space for the Fitness Centre. Such changes will be regularly reviewed and adjustments made as and when demand dictates.

Although we will not be placing restrictions on what activities can be booked, all use will be provided strictly on the understanding that participants agree to comply with the Sportspark Covid-19 terms and conditions of use as well as any specific recommendations of the relevant sport's governing bodies, whose links will also be available via our own website.

One of the most significant changes that you should expect when you return will be the requirement of all activities to be pre-booked, including any use of the Fitness Centre and Swimming Pool. These two areas will have specific exercise times introduced which must be reserved prior to attendance on site. Advance booking options, and non-member access, are also likely to be restricted in order to maximise availability for our members.

You will also notice the installation of protective equipment where necessary, such as plastic screens in reception, alongside the introduction of a concierge position and clear and consistent signage to help you find your way around the building and identify queuing and usage areas.

We will be facilitating contactless entry whenever possible via the provision of special offers on our green access cards, whilst also initiating a move towards a cashless environment across the facility. Therefore, it will be more important than ever to bring your Sportscard, alongside a non-cash payment method, with you on each and every visit.

Until we have an opening date confirmed we are unable to confirm exact details for our membership administration however, at this stage we can inform you of some basic principles:

- Direct debit memberships (including Learn2 payments) will be credited for the period that was not available to be used following our closure in March. The reinstatement of DD's will be confirmed with specific dates as soon as we have a date of re-opening.

- Annual memberships will be extended by the remaining period of membership that was not available to be used following our closure.

Both options will be provided with an opportunity to delay their start date if they are not ready to come back just yet.

- For those that cancelled their direct debit in light of the Covid 19 situation we will be waiving any administration fees for those that wish to restart their membership.

- Those that had bookings for activities will be contacted to rebook as soon as possible, and as a priority, ahead of new bookings being taken.

- Full details of all membership options will be communicated in due course.

We trust and respect our users and are confident that you will help us to maintain a safe environment for all. We understand that you may have queries or concerns and so you can submit any questions you might have via our [feedback portal here](#) where the relevant members of staff will be able to review and respond accordingly.

We thank you for your understanding during the period of our closure and for supporting us on our imminent return. We are extremely excited to be nearing the point of re-opening and we can't wait to see you all again soon.