

We are looking forward to seeing you all back at Sportspark from Monday 27th July and we hope that you have been able to stay active during our closure. When you are ready to return please make sure you take the time to gradually increase your exercise again.

The team have deep cleaned all areas, including the outdoor equipment, and we have had additional servicing from our specialist contractors on the pitches and track so you can be confident that everything is well maintained, clean and disinfected prior to use.

As you might expect, there will be several changes to the way we do things across all of our facilities. Although some aspects will be unusual at first, and we understand that they may not be as flexible or convenient as normal, we hope that you will recognise their importance in providing the most safe and accessible use of Sportspark possible.

Please help the team, and support your fellow users, by adhering to all relevant guidance and our usage information below.

General access and participation

In order to maintain social distancing, and maximise safety, we have had to adjust session times to allow a period for the safe arrival and dispersal of users. This means that the number of available sessions for outdoor sports has reduced across the day. We have large sporting areas, and a significant amount of space, meaning that it is not currently our intention to restrict any sporting use unless a National Governing Body (NGB) deems it necessary.

However, it is important to understand that all use is strictly permitted on the understanding that you will review and adhere to the guidelines laid down by the relevant NGB. Links to the majority of these guides can be found on the Sportspark Covid page [here](#).

Spectating will not currently be permitted, unless there is a specific need in order to comply with our child supervision policy. For that reason our seating areas will not be available until further notice.

All activity **MUST** be pre-booked. We will not be accepting 'walk-in' bookings on the day and so we thank you for not attending site without a reservation.

Bookings can be taken by phone or by following the booking link on our website www.sportspark.co.uk

You will need your login details. If you have not used this service before please email scsa@uea.ac.uk so that we can provide them to you. More details on how to use this service can be found [here](#).

We are working hard to get this prepared and are planning for all booking systems to be ready by Friday 24th July at the latest.

In order to maintain sufficient space for our members, non-member bookings will not currently be permitted. All non-member access should be solely for activity participation (as part of a member's booking) and so all entry will need to be made via Reception. The 60 pence fee will still be required but the self-serve turnstile will not be available. We are however reducing the fee of our annual green cards to just £20 and also currently offering no admin-fee. This works out to under 40 pence per week and will allow unlimited contactless entry for the whole year.

Showers will not be open at the current time and there will only be a small number of lockers available. Therefore, please attend 'Exercise Ready' for all activities and with minimal personal possessions.

Athletics

Although the track will be available for use, sessions MUST now be pre-booked within a two- hour slot. Although you will be able to attend at any point within this time-slot you will be expected to leave at the advertised finish time without fail. We understand that this is unusual but it is essential in helping maintain safe capacities. Our normal timetable of sessions is as follows:

09:00-11:00

11:30-13:30

14:00-16:00

16:30-18:30

19:00-21:00

However, there will be times that these sessions may be unavailable due to programmed sessions or external events. If you are unable to find your preferred slot on the booking system it means that there is no opportunity to participate at that time.

We ask that those attending ensure they give as much space to each other as possible and they give two lanes width when passing another athlete.

Entry to the track will be via the hall corridor and out of the first fire exit i.e. NOT through the usual trackside doors. Those doors are strictly kept for entry back into the building.

Although we ask that you sanitise your hands on entering the building we have also installed another sanitiser unit just outside of the fire exit so that athletes can continue to sanitise during their sessions.

We are greatly looking forward to welcoming our local clubs back on site including City of Norwich Athletic Club (CoNAC). In order to assist their athletes and coaches we have agreed that coaching sessions can take place outside of their normal timetable so please be aware that non-club athletes may find coaching sessions taking place at different times to normal.

These clubs have put a huge amount of work into ensuring that they can coach safely and have assumed some space will be required for public users. During these times we ask you to stay in Lane 1 unless informed differently on a poster that is displayed on entry to the track. Please check this poster prior to commencing your session. Please take the time to assess other athletes using the track at the time and, based on the training session that you are planning on carrying out, space yourself accordingly.

We will be keeping to a maximum of 15 people during shared (i.e. public and club) times and 60 outside of CoNAC sessions for the time being.

Club athletes should speak to their coaches or committee to discuss plans for training. Please note that CoNAC athletes will initially be asked to book and pay directly with the club and NOT with Sportspark. Booking a session at Sportspark will only provide public access and NOT access to the club coaching sessions. This process is essential in maintaining social distancing requirements laid down by England Athletics.

We also ask that the tarmac space closest to the building is kept clear of all possessions, as this is now a walkway.

No equipment use is permitted except for organised club sessions or via agreement with Sportspark management and following strict equipment procedures.

Courts and Pitches

Touching equipment such as goals or nets should be avoided wherever possible, and all access gates will be left open to reduce touch points. Customers will need to open/close the main doors on the 5's and 7's pitches during use and we therefore suggest that you minimise the number of people touching these items and restrict to one individual whenever possible.

We have staggered booking times in order to control footfall:

- 7-a-side bookings will start on the hour
- 5-a-side bookings will start at 20 **past** the hour
- Tennis/Astro bookings will start at 20 **to** the hour.

Please ensure that you strictly adhere to these times and ensure that your full party are aware of the need to minimise time on site and the information in this communication.

In order to ensure the last bookings of the day finish at 22:00, the outdoor courts and pitches will be bookable from 8am each day.

A queuing system will be in place for each outdoor area and will be clearly signposted. Please stay to these areas and avoid block walkways while waiting. There will also be a one-way system in place and customers will need to follow the internal one way system i.e. exit the building via the first fire exit taking them outside and around the outside of the café before joining the normal route to the

pitches. In outside areas we would like all participants to walk on the right hand side.

Thank you for being patient and taking your time to follow this slightly longer route in order to keep everyone as safe as possible.

We are able to accommodate up to two substitutes for the 7's pitches outside of the cages but for the other locations it is important that you only bring the number of players that you can safely retain within your hired space (whilst adhering to social distancing and NGB guidelines throughout).

Whenever possible we will introduce a 'Pitch Marshal' to help remind you of these new requirements and to ensure that customers using the outdoor facilities are adhering to Sportspark guidelines, following the queuing and one-way systems in place, accessing the facilities correctly and leaving promptly when their session time ends. They will also assist in maintaining sufficient hygiene standards are maintained.

Attending site for all outdoor sports

It is important that time on site is minimised on each visit and so we ask that all users are punctual and do not attend in advance of their allocated session.

Please read our 'Thank You For...' etiquette guides and adhere to this at all times and, most importantly, please only attend site if you are completely symptom free.

In order to make everyone's time here as enjoyable as possible, please make sure that you respect your fellow users and Sportspark staff at all times. Adhere to social distancing, be patient, be kind, follow our guidance and remember... this is new for everyone and we are all trying to find our way through these changes together.

We can't wait to see you all again!