

We are looking forward to seeing you all back for your Group Exercise sessions from Monday 17<sup>th</sup> May and we hope that you have been able to stay active during our closure. We know that our class participants, in particular, have been missing the face-to-face sessions with our Instructors and so we have made some changes to ensure that as many of you as possible will be able to attend our classes again.

Due to indoor group exercise being available from step 3 we have decided to incorporate a more 'online based' timetable with some outdoor sessions from 12<sup>th</sup> April – 16<sup>th</sup> May. The timetable is still to be finalised but we look forward to either seeing you in person outside or digitally. The timetable will be communicated once complete.

Please make sure, that when you are ready to return, you take the time to gradually increase your exercise and that you speak to your Instructor if you need any additional guidance at all.

As you might expect there will be several changes to the way we do things in our classes. 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 our Group Exercise sessions possible.

The team have deep-cleaned the entire building, including all Group Exercise locations and equipment. From air vents to Body Pump equipment, dumbbells and resistance bands to floor mats and cycles, nothing has been missed. We have invested in a brand new sound system, removed hard-to-clean equipment from use, disinfected with new electrostatic cleaners and have re-trained all staff to ensure we are ready for you. You will notice additional wipe stations and the availability of blue roll and hand sanitiser for you to regularly clean down equipment, and yourselves, on your visits. Our team will be on hand to remind you of the importance of this – please ensure you help keep everyone safe by doing so.

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

## **Access and participation**

We have re-arranged equipment and have moved the location of most sessions in order to be able to maintain capacities as close to normal as possible. Capacities are based on a number of things including entry and exit routes, air handling systems, equipment availability and floor space. For that reason most Functional Studio and indoor cycle sessions will now be located in the Dance Studio whilst the Dance Studio sessions have been moved to Hall 4. By moving these classes we can ensure that we can provide sufficient space to adhere to social distancing guidelines. We have also installed Green Tick stickers to clearly identify areas available for use.

Please make sure that you are aware of, and understand, the access and exit routes for your sessions. Queuing for the Functional Studio and Dance Studio will be on the right hand side of the first floor corridor. Please do not enter the space until informed that it is ready and safe to do so.

A one way system has been implemented across the majority of the building and we ask that you strictly follow this at all times.

Unfortunately, for hygiene reasons, we cannot provide yoga mats for use at the moment. Therefore, those attending sessions will need to bring their own, although we will also be reducing the cost of Sportspark stock to assist you in this.

We understand that in some activities the change in location may make it more difficult for us to provide the perfect air temperature for your activity. Air handling has been adjusted to comply with legislation and to minimise the risk of infection by utilising fresh air rather than re-circulation. For that reason we would suggest that, on your first session back, you wear a number of layers so that you can adjust as required and understand the most suitable attire for future visits.

We have tried to keep our timetable as close to normal as possible although some start times or session durations have had to be adjusted in order to allow sufficient opportunity for the safe entry/exit of participants and for adequate clean-down and return of equipment.

You can find the current timetable on our website [here](#).

Although we have maintained most capacities as normal, it is more important than ever that we adhere to these. Therefore, use of classes MUST be pre-booked prior to travelling to the venue. No walk-in bookings will be taken under any circumstances.

Bookings can be made by following the booking link on our website [www.sportspark.co.uk](http://www.sportspark.co.uk)

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

As a number of adjustments have to be made to our computer system, bookings are not quite ready to be made yet, but we hope to have these available from Friday 24<sup>th</sup> July at the latest.

In order to maintain as much access for our customers as possible the normal advanced booking privileges will be in place.

We will also, as a trial, allow Gold and Silver member cancellations to be made up to 1 hour in advance of your booked session (as opposed to the normal 3 hours). We hope that this will allow as many people as possible to make use of our sessions. However, please ensure that you only book when you are confident you can attend as we aim to keep as many spaces available for reservation as possible. If it is found

that this is impacting on that objective we may need to adjust or implement a 'fair-use' policy.

### **Attending site**

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 class time.

If you arrive early then you may be asked to queue outside of the building until access can be permitted. If you have not booked a class then you will unfortunately be refused access to Sportspark.

The changing rooms, although open, will be severely limited on capacity and so should only be used when absolutely unavoidable. We ask all users to come 'Exercise Ready' in clean fitness attire and with minimal personal possessions that can then be taken to your session rather than stored in lockers.

Please bring a water bottle with you (the water fill option of our fountains will remain in use even though the mouth-spout will not) but please do NOT bring a sweat towel. Blue roll will be provided and it may be a time to break out those old sweatbands again too!

In order to reduce the number of touch points required, please ensure that you bring your Sportscard with you on every visit and keep this with you throughout. This will allow entry into the building and reduce the need to visit reception or queue unnecessarily.

Please leave Sportspark promptly once your activity has finished and make arrangements to shower and change elsewhere. Showers will not be available for use at the current time.

Please read our 'Thank You For...' etiquette guide 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!