

Dear Health Club Member,

Firstly, I want to thank you for your patience whilst we are working through this very busy and exceptionally new time.

Due to new Government regulations which I am sure you have all seen by this point, we have had to reduce the capacities into the fitness areas of the Health Club.

### *The 'New Normal' Health Club Capacities*

- Gym – 15 people at any one time.
- Swimming Pool & Jacuzzi – 12 people at any one time (steam room and sauna are not allowed to be used at this time).
- Fitness classes (ALL) – 8 people plus the instructor per class. We have moved all classes including the Spin class into the Dance Studio for size and ventilation reasons.
- Personal Training sessions 1:1 will be carried out in the old Spin room.
- Changing rooms – 11 people at any one time. To reduce the changing room usage as asked by the Government, we are requesting that all 'gym use only' members do not use the changing facilities unless absolutely necessary (i.e you are going direct to work or are also using the pool after the gym). I know that this is a big ask but do hope you understand the reasons for why we ask this of you at this time.

### *Hygiene and Cleanliness*

#### *There's No Surprise When You Sanitise*

- We are working exceptionally hard to set up and deep clean all areas, introduce the new sanitising stations in public areas and implement the new equipment sanitising stations in the gym area.
- You will find hand sanitiser station on each entry/exit point. Please use them each and every time.
- While you work out with us, please wash your hands regularly with soap and water – it is recommended every 30 mins.

#### *Be Keen & Keep It Clean*

- We have additional cleaning measures in place throughout the Health club and the team will be on hand to assist you at any point.
- The team will be working hard to ensure all facilities are clean and tidy at all times – if you see anything untoward please let them know immediately.

## *Social Distancing*

Don't stand so, don't stand so close to me...

- Maintain a safe gap between yourself and other members and always following social distancing guidelines that are in place.
- Some equipment has been taken out of action to ensure that there is adequate spacing between you and others.
- Sadly, we cannot give you a big hug or high five like we want to do when back, so a big hello will always be welcomed by the team. There are working hard and will continue to so to ensure your visit is safe and enjoyable. The rules we have in place are for your safety so please remember this if the team every ask anything of you – they are just doing their job and keeping you safe.

## *We Are All In This Together*

Patience Is a Virtue

- We kindly ask that you are patient with your Health Club team and other members. This is new to us all and it may take us a little time to settle in to the 'New Normal' around the Health Club. When we can be anything in this world, let us all be KIND.

## *Further Information*

- All membership payments are still frozen. There will be no charges made until next month. If you have pre-paid your yearly membership in advance, then your frozen months will be added onto next year's membership when you renew.
- We will contact you in due course regarding the future membership payments from Aug to ensure we communication payment dates.
- If you are not ready to return to the Health Club and wish to continue freezing your membership then please contact the Health Club team from next Tues who will be happy to arrange this for up to 3 more months.



## *What's Next*

- You will be able to contact the Health Club from 10am on Tues 21st July to pre book onto your classes and by the close of Monday 21<sup>st</sup> July I will again re clarify the process for booking.
- We will email out to you the new Fitness Timetable as soon as we have finalised it this week.
- The Spa will be open from Monday 20<sup>th</sup> July and a new treatment list available from 9am on Fri 17<sup>th</sup> July for you to book from if you wish to join us for some much needed pamper time.
- The Health Club will be opening its doors on Sat 25<sup>th</sup> under its normal opening hours going forward. Under 'the new normal' I would ask that you respect and follow the guidance and procedures that we will have put in place for yours, your fellow members and your Health Club teams safety.

## **Kind Regards**

**Steven Thorne-Farrar**  
**General Manager**

