



Dear Health Club Member,

Firstly, thank you for your patience whilst we have been inducting the team back into the Health Club and putting the new COVID19 procedures in place.

I am pleased to advise that we have implemented an online booking system where you are able to log in and book use of the swimming pool, fitness classes and the gym. All wet rooms and Jacuzzis are remaining closed due to regulations until further notice.

Please log onto <https://east-sussex-national.reservio.com/client/login> (you must use this exact log in address to log in only). You will then need to create your own Log-In details that will be personal to only you. You will then be able to book the available classes up to 7 days in advance. At this time, we ask that you book up to 2 sessions per day so that we can ensure that all of our members have got time slots available. Please ensure that any sessions that you cannot attend are cancelled on the online booking system or call the team where they will be happy to do this for you also – this will ensure that you and other members can book on if spaces become free.

Should you not have access to book on-line, or do not wish to create an account then please call the Health Club team where we will be happy to book you onto the sessions. The phone lines have already been super busy so please do bear with us if we do not answer immediately.

At this time, if you wish us to continue to freeze your membership, please email the Health Club on horsted.health@eastsussexnational.co.uk where the team will arrange this for you for up to 3 months on a monthly basis. This must be done by the 1st Aug please. Any memberships that has not been requested to be frozen will be re activated and payment taken as normal in Aug.

There is signage up and around the Health Club and ask that you respect the rules and procedures in place that are to protect yourself and the team. We have got a rigorous cleaning system in place but please do let the team know immediately if you see anything that you feel needs attention.

Entry to all parts of the Health Club have got sanitising stations in place and ask that you use this before entering. When using the gym and any kit, there will be additional cleaning stations and ask that you clean before and after use each time. There will also be direction signage around parts of the Health Club and we ask that you always follow it's route at all times to ensure that we comply with Government guidelines.



The changing room space is very limited and I ask all gym and fitness classes users to please come in your gym kit ready to enter and only book a shower slot if you are not able to shower and change when you get home. There may be long delays using the changing rooms also so we would be exceptionally grateful if you could plan this into your day as Government regulations ask that the changing rooms are only used if absolutely needed. If you are using the swimming pool only and are able to, we would be grateful if you could arrive with your swimming kit on under your clothes so the use of the changing rooms are reduced as much as possible. At any one time we are only permitted to have 11 people in each changing room. This is not pre bookable so please bear with the team as this may be busy at times.

Attached to this email is the current timetable which is subject to change due to our ever-changing circumstances. The opening times of the Health Club remain the same.

We have had several members contact us advising that they did not receive the last update via email. For this reason, on your first visit we will be asking you to fill out an update form so we can check we have got your most recent contact details and email address. I would be grateful if you know of any members that you forward this update on to them to help us ensure all of our members are aware of the new procedures.

The team are here to assist you in any way possible, and we are really looking forward to welcoming you back. Please do bear with us over the coming days where I know the team will be working hard to ensure you have an enjoyable and safe time with us.

Kind regards

Steven Thorne-Farrar

General Manager