

## **Storm Fitness & Leisure Grays - COVID-19**

We are excited to announce that in accordance with Government guidelines we can finally re-open our doors to the public on Saturday 8<sup>th</sup> August 2020.

We are still working hard behind the scenes and have made a few changes to the normal procedures to ensure the safety of our customers and staff.

### **MEMBERSHIP**

As of Saturday 8<sup>th</sup> August all memberships will be automatically unfrozen.

You will not need to do anything, we will reactivate your membership for you.

If you paid your membership leading up to the closure, we will honour the period paid therefore your first Direct Debit may be lower than usual, this will be confirmed in an email from DFC.

Payments will then continue to be collected on your usual date (1<sup>st</sup> or 15<sup>th</sup>).

### **CANCELLED DIRECT DEBIT**

If you have cancelled your Direct Debit please visit DFC to re-instate this in 'My Payments'.

If you wish to keep your membership frozen please visit 'My Payments' to request this at [debitfinance.co.uk](http://debitfinance.co.uk)

### **ONE WAY SYSTEM**

For the safety of our customers we have introduced a one way system in the centre.

Please be mindful of each other and observe the floor markings, maintaining social distancing between yourself and others.

### **HAND SANITISER**

You will see hand sanitising stations throughout the centre. Please use these before entering each area covering your hands thoroughly. Please **DO NOT** remove the hand sanitisers from these areas.

### **CLEANING**

We will be cleaning the centre regularly during the day, however we will require customers to wipe down equipment before and after use. Cleaning sprays will be provided in the Gym and Studio and guidance will be given when you enter the building.

Please use only the cleaning equipment provided.

### **CASHLESS FACILITIES**

For the safety of our customers and staff we will only be taking card payments and encourage customers to make a contactless payment whenever possible.

## **CLASS AND GYM BOOKINGS**

- class and Gym sessions **MUST** be booked in advance
- you will be allocated a one hour slot for your visit, this will include your entrance, workout and exit from the centre
- there will be a slight change to our centre programme and class timetable, classes may be shorter with a 15 minute gap to enable cleaning between classes
- please bring your own mat if you are taking part in a group exercise class
- exit the building promptly when your session has ended
- cleaning of equipment must take place before and after use to kill any bacteria and virus to minimise the spread of COVID-19

## **COURT BOOKINGS - Badminton, Tennis & Squash**

- bring your own racket
- badminton, Tennis and Squash will all need to be booked in advance
- badminton - no more than two players on the court at any one time.
- badminton sessions have been reduced to 50 minutes to enable cleaning between sessions
- squash – no more than two players at any one time
- squash – follow the link for ways to play

## **ASTRO & GRASS PITCHES**

**Grass Pitches:** grass pitches are unavailable to hire until September 2020

**Astro:** up to 15 players are permitted to use half the Astro and 30 players on a full Astro Pitch

- supply contact details when attending
- spectators will not be permitted
- outside toilets will be available for Astro users
- be ready for your session as changing rooms will be unavailable
- turn up on time and leave the premises when your session has ended

## **TURN UP ON TIME**

- turn up on time for your pre-booked session
- Do not turn up early or late as we need to limit the number of customers we have entering the centre at any one time
- Queue along the path until asked to enter by a team member
- Staff may direct you to your activity to avoid queuing

## **NON MEMBERS**

Non-members are required to leave their address and contact details when they enter the centre, this will be held for 21 days, (this information will not be shared with anyone).

## **LEAVE PROMPTLY**

When you have completed your activity please leave the building promptly.

## **CANCELLATIONS**

We have a cancellation procedure in place for all casual bookings and will be introducing the same procedure for gym bookings. If a booking is made and you do not turn up for your session you will receive a penalty to the value of your booking. One hours' notice is required for all cancellations.

## **SHOWERS AND CHANGING ROOMS will not be available.**

- arrive dressed and ready for your session
- keep personal belongings to a minimum
- bags and sports towels are not permitted
- bring a drink with you, drinks and water fountains will not be available in the centre

## **SOCIAL DISTANCING**

Insure you are following the Government's Guidelines and maintain social distancing when you visit our centre.

- Avoid personal contact at all times
- Our seated area will be unavailable for customers and we would advise you to wait in your car for your pre booked activity
- Classes have been marked out observing the 2 metre distance rule
- Please **DO NOT** move equipment or tables and chairs

## **FEELING UNWELL**

If you are feeling unwell or have any of the following symptoms please **do not** visit the centre.

If you have a high temperature – this means you feel hot to touch on your chest or back (you do not need to take your temperature) a new, continuous cough – this means coughing for more than an hour, or 3 or more coughing episodes in 24 hours. (if you usually have a cough, it may be worse than usual). a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different or normal.

**If you feel unwell, protect others and stay at home!**

***We are looking forward to welcoming our customers back to our Grays Sports Centre.  
To ensure we maintain a safe environment for all our customers and staff to stay healthy and well, please ensure you follow our COVID-19 customer care when using our facilities.***