



## **RE-OPENING INFORMATION GUIDE**

As we are preparing for our re-open on the 25<sup>th</sup> July 2020, we have put together a guide for your perusal to answer any questions or queries you may have when returning to our facility.

We understand this has been a difficult time for all and returning to the gym environment after 18 weeks of closure may feel a little daunting as we operate under the 'new normal'.

We hope this guide gives you a little reassurance. We are doing everything we can to keep all of our customers and staff safe during this time.

18 weeks has been a long time for us all. We hope you and your families have been well and kept safe. For any of our customers who may have suffered bereavement during this time, our thoughts are with you.

To our members who have continued to pay your membership during closure – **THANK YOU!!** We are forever grateful and can confirm, your payments have contributed to the necessary upkeep of the facility.

As promised, your kindness and loyalty will be rewarded as a thank you. More details of this to follow.

### **OPENING HOURS**

Please note, we have changed our opening hours to allow our team to ensure the facility has a full deep clean once closed.

**Monday to Friday 06:00-21.00**

**Saturday & Sunday 08:00-16:00**

We will resume to our usual closing time as soon as practically possible.

*Opening hours may vary over Bank Holidays*



## **MEMBERSHIPS**

In the first initial weeks of reopening, we will be open to MEMBERS ONLY. New members can still join as normal and anyone who has cancelled their membership/Direct Debit can re join.

If for any reason, you have a default on your account due to Covid-19, please note there will be no charges incurred for this.

## **MEMBERS ON FREEZE**

If you are a member and requested for your membership to be frozen, don't panic, you don't need to do anything. Your membership will automatically restart from the 25<sup>th</sup> July 2020.

Your monthly payments will carry on as normal on your usual collection date from 25<sup>th</sup> July. However, your first payment back will be a pro-rata payment for the 10 days we lost in March when we closed.

If you are not ready to return to us and would like your freeze to carry on, we have set up a client portal with Harlands where you can log in and freeze for a further 3 months if you wish to do so, here is the link:

<https://harlands-cloud.co.uk/freeze/>

Alternatively, please contact us directly and we can arrange this on your behalf.

## **PRE-PAID MEMBERS**

If you are a member who pays for your membership in advance. For example; one month, three months, five months or twelve months in advance. We will automatically add the necessary closure time onto the end of your membership.

**PLEASE NOTE THERE WILL BE NO PAY AS YOU TRAIN AVAILABLE UNTIL FURTHER NOTICE.**

## **BOOKING SYSTEM**

Please note, guidelines advice 100 sq ft per 1 person are allowed in the building at any one time. Therefore, our numbers are as follows:

**Whole building – 12,000 sq. ft. = 120 persons**

**Gym Floor – 6,000 sq. ft. = 60 persons**

This in mind, to comply with social distancing, we have implemented a booking system for gym use and classes.

Members can book to use the gym from opening, on the hour, every hour. Limiting your training time to 50 minutes in readiness for the next booking group to arrive. If you wish to double book for extra time, this is available.

Booking is simple. All members have access to our 'Club Right App'. To download, please follow this link to create an account:

<http://elitefitnessshaw.clubright.co.uk>

Please note, you will need to ensure we have your correct email address when setting up, as this is how we link to your membership.



Using our Club Right app, you can easily book a slot and all your favourite classes. If you are currently a non member but wish to join, you can easily set up a membership from here.

Alternatively, if technology isn't for you, you can call, message or email us at [info@elitefitnessshaw.co.uk](mailto:info@elitefitnessshaw.co.uk)

Please note, members are still free to 'just turn up' however, if we are at full capacity (which is possible, but unlikely due to numbers stated above), we will not be able to allow entry until a free slot becomes available.

## **ENTERING OUR FACILITY**

On entry to our facility, you will notice a hands free Elite Fitness hand sanitising station. Please use this before approaching our reception desk.

To comply with social distancing, our team member is now sat at a new desk slightly further away from the counter.

We are no longer using the touch screen to sign in. Instead you will see a QR/Barcode reader where you can scan in via your app.

If you don't have a smart phone, we will provide you with a key ring card as previously used. Alternatively, a member of our team can sign you in manually.

Please have your app open and ready on arrival.

There will be extra hand sanitizer on the reception desk and another wall mounted near changing rooms.

Although face masks are not compulsory, members are free to wear them when using our facility and we also have reusable branded facemasks available to purchase.

## **CHANGING ROOM/WC FACILITIES/STEAM ROOM**

Please note, our changing rooms are open however, showers and steam room are unavailable until further notice.

Numbers are limited to:

Gents Changing Room – 5 Persons

Ladies Changing Rooms – 3 Persons

Please take extra care to maintain social distancing and wait outside until a person leaves if at maximum capacity.

There will be disinfectant and blue roll to hand for members to use to wipe down anything they have been in contact with before leaving.



## **GYM USE**

We are lucky enough to have a large gym floor which has enabled us to move equipment about slightly to provide extra distance between machines.

We kindly ask all of our members using the facility to respect each other's personal space and if you want to use a machine but the one next to it is taken then refrain until the person has finished allowing correct social distancing.

Numbers are limited due to the Government guidelines however, due to our building size, we are confident we will be able to use our space without any inconvenience to members.

## **CLASSES**

We have limited class numbers due to social distancing rules and ask that attendees arrive on time to avoid any unnecessary hanging around in the reception area.

We no longer offer back to back classes in the same studio. Active UK have confirmed a minimum time frame of 10 minutes between classes to allow change over and cleaning time however, we have a minimum of 15 minutes up to 30 minutes depending on the class and cleaning process for our team.

Please ensure you hand sanitise using the cleaning station as you enter the studio. Extra cleaning equipment will be on hand for you to use before & after your class and our team will also be cleaning in between classes.

There will be markers on the floor of the studio's to give guidance on social distancing, please use for yours and other attendees safety.

## **CLEANING STATIONS**

Throughout our facility you will notice we have added 'Cleaning Stations' with hand gel, disinfectant and blue roll.

Please feel free to take these around with you and wipe down your equipment after use and return to the cleaning station stand before you leave.

We have also installed wall mounted hand sanitiser throughout for your use.

## **MISCELLANEOUS INFORMATION**

- No towels are allowed to be used on the gym floor or studios. Please use the blue roll provided and dispose after use in the bin provided around the building.
- Personal Training sessions will still be available with social distancing in place.
- No workwear to be allowed when training in the gym or classes.
- Our team are fully First Aid trained. If First Aid is required, we can still assist however; gloves and facemask will be worn.



We understand this is a lot to take in as we prepare for our new normal however, please respect each other, use your common sense and we will move forward through this together.

All of the above is under constant review and we are hoping restrictions will ease over the next few weeks.

If you have any further questions or queries, please do not hesitate to ask.

