



COVID-19 Update

17th July 2020

The following information details the changes that customers will experience when using our facility.

Our priority is to protect the health and wellbeing of customers and staff. There are a number of changes in how our centre will operate, the cooperation of customers in adhering to these new practices when using our Centre is essential.

We would ask that customers follow these new procedures at all times, if in doubt please ask a member of staff. We request that all customers stick to social distancing guidelines at all times. In order to conform to the governments social distancing requirements at Greasley Sports & Community Centre, we have had to reduce the capacity of our facilities.

The opening times of centres will change, this is to allow additional time at the start, middle and end of the day to undertake rigorous cleaning and sanitisation processes. The centre opening times from the 27th July 2020 will be Monday to Friday 0800-2100 and also the gym will be closed between 1300-1400 every day. The whole facility will be closed on Weekends until further notice. This is subject to change and will be constantly reviewed.

We will be operating cashless systems to minimise the opportunity for physical contact between customers and staff. There will be no catering provision for groups, Vending provision within the centre may be limited.

From August all Direct Debit Gym memberships will be reinstated. If you wish to cancel your membership please email us - info@greasleysportsandcommunitycentre.co.uk

Before attending the Centre

- All activities will be operating as bookable sessions with a limited capacity, separated by closed periods to allow staff to clean.
- All activities must be pre booked and either prepaid for or paid via cashless transaction on arrival.
- Bookings can be made online or over the phone for gym users and only over the phone for other customers.
- Customers can book activities up to 7 days in advance.
- Please do not attend the centre if you have symptoms or feel unwell in any way.
- Customers must not arrive at the centre more than 5 minutes before their activity is due to commence.
- Customers should minimise the number of personal items they bring with them. Where possible, please arrive ready for your activity.
- Any bookings connected to a governing body MUST adhere to that governing bodies guidance.

On Arrival

- A queuing system will be in place at the entrance to limit numbers in reception and to support social distancing measures. Customers bypassing the queue will be turned away at reception.
- At the end of the queue, customers are asked to sanitise their hands with the sanitiser provided before approaching the reception desk.
- The reception counter will look very different, with a screen in place and equipment removed.
- Customers will be asked by the staff if they have any COVID 19 symptoms or feel unwell.
- Customers will be required to swipe their card or app to confirm their identity and booking or show proof of payment.
- Our staff will direct you to your activity, please follow the route outlined to the location of the activity.
- Changing rooms, lockers and showers will not be available to customers.

Please attend already changed and bring a bottle of water with you as water dispensers will be turned off.



In the Gym

- No Inductions will be given until further notice.
- Bookings will be on a 55 minute booking system.
- The maximum number in the gym at any time will be 16 (excluding centre staff)
- Please Do Not bring a gym towel with you.
- The gym will be set out differently to when you last visited the centre. Some equipment will not be available and there will be a one way system in place around the equipment.
- Customers MUST follow the social distancing instructions provided.
- Customers MUST sanitise the piece of equipment they are using before and after use.
- Staff will be on duty within the gyms to supervise customers and ensure that our cleaning and social distancing requirements are being followed.
- The maximum amount of time on some popular pieces of equipment, such as Varios, will be limited.
- We ask that all customers are considerate and do not monopolise stations, this will allow all users to maximise their workout with the time allocated.
- At the end of the session customers are asked to leave the gym via a different exit.
- Please be aware that failure to follow the cleaning and social distancing requirements within the gym will result in customers being asked to leave the premises.

In the Sports & Parish Hall

- Booking will be a 55 minute booking
- There is a new maximum capacity of 30 for the sports hall and 20 for the parish hall (this excludes any centre staff) so when booking please make the staff member aware of how many people will be in attendance.
- Bookings for Individuals will take place however no equipment will be provided i.e. rackets etc. Equipment will be set up prior to the booking commences and put away and cleaned by staff after the session and customers have exited.
- Clubs bookings - Equipment will not be set up or supported by any staff members and will be put back tidy and clean. Clubs that have governing bodies must follow their own governing body guidance on cleaning etc.
- Social distancing laws must be adhered to, so no contact sports are permitted at this time.

In the Committee Room

- This Room will be closed until further notice.

On the MUGA

- Booking will be a 55 minutes booking.
- Payment to be made in advance via phone or contactless at reception before use.
- Entry to the MUGA will be as normal but Pitch 1 users go down the steps and to the right, Pitch 2 users go down the ramp at the end of the car park. Exit points will be via the gates at the other side (near the school) and players to walk round to the main side gate to enter the car park again. All users are asked to stay in the car park area until the pitches are clear. A staff member will support in the rotation of this.
- Where possible do not touch the goal posts or surrounding fence and netting.
- No Equipment will be provided by the Centre.
- Gate Handles and goalposts will be cleaned on the entry/exit of players by a member of staff.