**Leisure Centres’ Reopening Frequently Asked Questions**

Here’s what you need to know - (please see the Government’s Covid-19 Response – Spring 2021)

**Is it safe to open the Leisure Centre?**

We are following the advice of the Government, Public Health England and national governing bodies in reopening our facilities and have put measures in place to ensure that our members and staff are safe within the facilities. This includes reduced numbers in activities, new social distancing protocols, additional cleaning, new signage, new operating procedures, new self-service book and pay online software. Visit our Facebook page to view our opening plans.

**Are all facilities and activities fully available from 12th April?**

The following activities and services are available:

All our fitness suites, pools and adult dry facilities will be available from 12th April. There will be lane and public swimming sessions and outdoor bootcamps. Squash and badminton will be bookable for household bubbles only. Children’s coached activities such as swimming lessons, gymnastics and trampoline are planned to re-open 1st May. Indoor fitness classes are planned to re-open 17th May.

**How will swimming work?**

Lane swimming sessions will be bookable and payable online. Three double lanes will be provided to assist with social distancing whilst maintaining occupancy levels in-line with Swim England guidance. Family and public swimming sessions are also available to book and pay online. Showers will be available during lane swimming sessions but will be limited to allow for social distancing.

**How can I ensure that other members maintain social distancing?**

We have worked hard to ensure that the new layout of our facilities enables customers to maintain a safe distance in accordance with the Government’s guidelines. Customers are required to follow the Covid-19 procedures laid down by Active4Today at all times.

**How do I book a class, lane swim or family/public swim?**

Bookings are available via our fantastic new online software, LeisureHub – leisurehub.active4today.co.uk - which will allow you to book online if you are a member and pay online if you are a pay and play customer. All users require an individual email address and account. Family swims are for up to 5 family members.  Payment can be made on arrival for all non-monthly paying attendees.  Activo, Xperience and Monthly Pass members go free. Don't forget to bring your Active Card to take advantage of member discounts.

**What are my payment options?**

It has been proven that the virus can survive on coinage and notes and we don’t want to put any of our customers or staff at risk of potentially being exposed to the virus. Considering this, we are asking our customers to book and pay for their classes and sessions online via the LeisureHub – leisurehub.active4today.co.uk. Doing this also speeds up your entry into the centres and you can check in at the kiosks and go straight through to your activity, without seeing a member of staff.

To avoid a wasted journey, we would advise all customers to check availability and then book and pay online at leisurehub.active4today.co.uk. If you have a query then contact us on 01636 655780 Monday to Friday 9am to 6pm and weekends 9am to 2pm. Please note our lines are very busy so in the first instance please use our online system and website for further details.

**I have an active card, how do I book?**

Active cardholders can register at www.active4today.co.uk/leisurehub with a unique email address. Bookings can be made up to 5 days in advance for pay and play members and 7 days for monthly members.

**Are you providing hand sanitiser?**

We are following Government guidance and asking all customers to follow the social distancing guidance, wash their hands regularly for 20 seconds and wipe down equipment before and after use. Active4Today staff will be on hand to clean touch points and high use customer areas. Customers are permitted to use their own hand sanitiser but it must not be shared with others outside your family. Hand sanitiser will also be provided throughout centres. CUSTOMERS AGED 11 YEARS AND OLDER, PLEASE WEAR A FACE COVERING IN COMMUNAL AREAS (UNLESS EXEMPT).

**If I’m not ready to come back and use facilities do I need to cancel my membership?**

No, you don’t need to cancel your membership. All direct debit memberships can be frozen by request. If you wish to freeze your membership please email us at memberships@active4today.co.uk .

**If I choose not to visit/return because I’m unsure if I wish to continue, what do I do?**

If you no longer wish to use our services or wish to freeze (providing medical evidence) then please advise us by emailing memberships@active4today.co.uk. Please note there will be a £5 monthly charge to freeze your membership.

**I am ill/recovering from illness and not ready to resume my membership. Can I keep it frozen?**

Yes of course. Please advise us by email to memberships@active4today.co.uk with medical evidence and we will extend the freeze in line with Government recommendations for those who are vulnerable/shielding. Please note there will be a £5 monthly charge to freeze your membership.

**Can I regrade my membership as the restrictions mean that I can’t access my activities as easily as I want to?**

Yes, you can. Please book an Activation Appointment via LeisureHub, or contact Reception services to book the appointment and our Customer Adviser will be happy to help you with this. Note: there are no restrictions in place for adult members accessing fitness suites and classes (**classes from 17th May**) and there is no requirement for monthly paying members to book fitness suites sessions at Active4Today Leisure Centres. Southwell Leisure Centre fitness suite is bookable via leisurehub.active4today.co.uk

**If I choose to cancel and resume my membership in a few months, will I have to pay joining fees?**

Where joining fees are applicable, you will be asked to pay these as part of the new membership sign-up unless they are removed as part of a promotion.

**How do I join my child onto a swimming lesson or coaching course?** Complete the membership application ensuring that a unique email is used for each individual child.  Once you have completed the membership application, you will need to go to the online booking page and book a New Member Activation appointment at your preferred centre, where you will receive your membership card/wristband and be allocated your course place(s).  Course places are limited and subject to availability.

**Can I check availability prior to joining?** Yes, you can.  Please email us at xperience@active4today.co.uk for availability with your child’s age, the lesson(s) you are interested in, their current standard, eg swimming beginner, and your preferred days and times and we will advise you of availability.  Course places will not be allocated until full payment is received. We always do our best to accommodate your preferred days and times.

**Will my child’s swimming lesson or coached activity be at the same time?**

Parents/Guardians should note that our class sizes and the delivery of sessions has changed. Wherever possible we try to accommodate children on the same lesson time and day. In some cases it isn’t always possible to allocate children their usual day and time. If you have a query, then please email us at xperience@active4today.co.uk.

**Can I take out an additional membership to increase the number of activities my child can access?**

As long as we have capacity, you will be able to add a further membership to cover more classes for your child. The additional membership will be charged at £23 per month (annual increases apply) for one extra course. Please contact Reception services who will check availability and book an appointment with a Customer Adviser who will be happy to help you with this.

**When is it likely that you will expand the timetable?**

We will be monitoring the Coronavirus situation very carefully and will look to expand our timetables in line with Government, World Health Organisation and National Governing Body advice on the relaxing of social distancing measures. To view our opening plans please follow us on social media @active4today.

**Will water based fitness classes be available?**

Yes, as of 17th May considering the latest Government and Swim England guidance concerning swimming, all swimming sessions are bookable and payable online. Water based activities will be available, however we hope to introduce more classes throughout 2021.

**Can I stay in the leisure centre to watch my child during their lesson?**

In order to maintain a safe, socially distanced environment, we are unable to offer parents/guardians the facility to view their child’s lesson or coached activity in some cases. Where your child is under 8 years of age or requiring additional support, we would ask that you stay on site and wait in the spectating area. Parents/carers with children 8 years or older are asked to wait outside or in their vehicles wherever possible. Please do not block corridors. If you have a medical condition/disability, advise a member of staff and a chair will be provided for you.

**National Track and Trace Regulations**

We are required to collect your name, details of times of entry and contact details to assist the NHS Test and Trace service for tracing close recent contacts of anyone testing positive for coronavirus. It will be given to NHS Test and Trace on request in the event that it is required for contact tracing purposes. We will not use it for any other purpose. This is recorded on our XN Leisure Membership database. This may change in-line with government guidance.

You have a right to access and correct any information we hold about you. For any questions about this notice, please contact enquiries@active4today.co.uk

It is imperative that you bring your membership card/wristband with you to register your visit and access our sites. If you do not bring your card/wristband, you may be refused access with no right to a refund for the missed activity.