


## Communities

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Dear Member,

### RE: Re-opening of Active Sefton Leisure Centres

The wait is nearly over as we look to open our centres in the coming weeks!

Firstly, we would like to thank you for your patience and remaining with us through these difficult months. You will be aware that on 20<sup>th</sup> March 2020 all Active Sefton Leisure Centres temporarily closed due to the Coronavirus (COVID 19) pandemic. All activities including swimming lessons were also suspended until further notice as well as all community based Active Sefton Programmes and sessions. All direct debit payments were automatically suspended at this time.

While we're all dealing with the effects of COVID-19, we wanted to take this opportunity to update you on the measures that we are implementing to help keep both you as members and our staff safe during the use of our Leisure Centres. We are fully aware of the incredible value that the Leisure Centres and wider activities have on the health and wellbeing of our communities and safety is absolutely paramount - we want you to feel safe, comfortable and supported on your return. Therefore, any plans for re-opening will continue to follow guidance from Central Government, Public Health England and industry best practice.

As part of these proposed measures and to ensure that the Leisure Centres are ready for your return, extensive preparations have been underway since closure, examples of which are listed below:

- Since closure there has been deep cleaning throughout all 6 Active Sefton Leisure Centres.
- Measures have been put in place to encourage social distancing throughout, including the spacing out of gym equipment and changing facilities.
- Hand sanitisers and cleaning stations have been set up around the centres for all members and staff to use, with additional extensive cleaning schedules being implemented once opened. Each of us will play an important role in keeping our Centres safe, so we please ask that you help us by wiping down all equipment before and after use.
- We have introduced directional floor markings, protective screens at reception and new signage to create a safe flow. Where the facility allows, we will create separate entrances and exits to our centres, so that it's easier to keep a safe distance from other users.

- There will be limited/no showers available for swimming and we ask that members shower at home. All hairdryers and hand dryers will be out of use.
- All fitness / dry side changing areas will remain closed. Additional measures will be put in place to ensure minimal congestion in the swimming changing facilities.
- A phased reopening will be introduced focusing on opening of the gym (phase 1) followed shortly by the pool (phase 2) and lastly classes (phase 3).
- To help minimise the spread of COVID 19 and to ensure the safety of yourself, other users and staff, we have introduced a list of member protocols that we ask that you follow on your return.
- To prevent other users and staff becoming infected If you have any symptoms stay at home!

To keep with government guidelines, we have limited the number of people who can access the centre at one time. Active Sefton believe that it is therefore only right to continue to freeze direct debits and initially introduce a pay as you go rate of £2.60 per activity for adults and £2.00 for juniors. This is to ensure that everyone is given the opportunity to access the centre as we believe this is the fairest way for those who may be unable to book a slot due to reduced capacity or those who cannot access the centre at this given time. We ask that you be considerate of other users and restrict your activities to 3-4 times per week.

The pay as you go system will run until the end of August 2020. For the month of September 2020 all members will be given FREE access to the centres, with all direct debit payments resuming in October 2020 on your normal payment date. For clarification purposes, a decision was made to use September as a free month and not introduce this immediately on opening as hopefully by that stage more members will be able to return to the Centres and benefit from this than are able to at present.

We are introducing a booking system for gym, swim and classes. This will be online and over the phone through your chosen Leisure Centre. ***We would advise all members to register for online booking as this will make booking quicker and easier.*** There are steps we are currently taking to ensure that this is in place ready for opening:

- If we have an e-mail address for you on our membership system you will receive an e-mail shortly on how to register.
- If we don't have an e-mail address, we will be contacting you by phone to get this information.
- If you do not want to use online bookings, you will need to contact your chosen Leisure Centre by phone. Phone numbers will be on the website provided below.
- All payments will be by card/contactless only. There will be no cash payments.

For any sites that operate Pay and Display parking, it will be FREE. You will need to get a parking pass from reception on arrival for your first session.

We are hopeful to have a re-opening date very soon. We will confirm our re-opening date on all of our social media channels (Activate Fitness, Active Sefton) and through our website [www.activeseftonfitness.co.uk](http://www.activeseftonfitness.co.uk) so please make sure you keep checking these platforms for more information.

We look forward to welcoming you back and for you to be able to train with us in confidence.

Yours sincerely,

Active Sefton Team  
**Leisure – Communities**