


## Communities

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Date: 23/07/2020

Dear Member,

### RE: Leisure Centre re-opening and booking information

The wait is over! All Active Sefton Leisure Centres will reopen on **Monday 27<sup>th</sup> July 2020**.

Firstly, we would like to thank you for your continued patience and remaining with us through these difficult months. We are excited to be back and hope you are too. The safety and wellbeing of our members and staff are paramount and we want you to feel safe, comfortable and supported on your return. We have therefore introduced a carefully planned phased approach to the re-opening of our Leisure Centres to include: -

#### **Phase One - Week commencing 27<sup>th</sup> July 2020**

All 6 Fitness Suites will re-open

#### **Phase Two - Week commencing 3<sup>rd</sup> August 2020**

Bootle Leisure Centre, Meadows Leisure Centre and Dunes main swimming pools will re-open for lane swimming (Learner / Small pools will remain closed).

#### **Phase Three - Week commencing 10<sup>th</sup> August 2020**

Crosby Lakeside Adventure Centre, Meadows Leisure Centre, Bootle Leisure Centre, Dunes Splash World and Netherton Activity Centre will resume delivery of a reduced class timetable.

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. Phase one of reopening will be gym only and we therefore ask that you be considerate of other users and restrict your attendance to 2 times per week during this phase to give as many members as possible the opportunity to access.

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. This will account for direct debit payments that were taken immediately before closure. 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.

**All activities will need to be booked prior to arriving at the centre.** As outlined above, as phase one involves opening of the gym only, please restrict your visits to 2. From phase two onwards, we ask that you be considerate of other users and restrict your activities to 3-4 per week e.g. 2 gyms and 2 swims /2 gyms and 2 classes/ 2 gyms, 1 swim and 1 class. This is to ensure that everyone is given the opportunity to access the centre. As we're aware that for some members this will reduce their visits below preferred levels, we will continue to provide our **free** online workouts via our website and social media channels.

Booking slots will be kept to 1 hour in order to keep the number of members in the gym, pool or class at any given time restricted and allow for extra cleaning in between slots. There will be an additional 15 minutes as not to impinge on a full hours training session and to allow members to enter and exit the Centre safely. Visit lengths will continually be monitored throughout the phased reopening.

There will be **two** options available for booking: -

**For online booking:**

We have introduced a new online booking system for gym, swim and classes. **We would advise all members to register for online booking as this will make the booking process quicker and easier.**

- If we have an e-mail address for you on our membership system you will receive an e-mail shortly on how to register (**from no-reply@e-s-p.com**). Please make sure you check your spam folder.
- We have contacted as many members as possible who did not display an e-mail address on the system. If you have not received a phone call requesting this information or had any correspondence via e-mail from us recently, it is likely that we do not hold your e-mail address on the system. If you would like to use online booking, please send your name, address, post code and preferred e-mail to [retention@sefton.gov.uk](mailto:retention@sefton.gov.uk) or call 0151 934 2297.
- All payments will be taken at time of booking via card payment only.

**For phone bookings**

- If you do not want to use online bookings, you will be able to book chosen activities by contacting your chosen Leisure Centre by phone. All phone numbers are provided below.
- Bookings over the phone will be taken on **Friday 24<sup>th</sup> July 2020 between 9:00am – 4:00pm.** (Please note there will be no one available to take bookings over the weekend of 25<sup>th</sup> / 26<sup>th</sup> July 2020). Once the Centres are back open on 27<sup>th</sup> it will be possible to book during normal opening hours.
- All payments will be taken over the phone.
- There will be no cash payments.

To book over the phone please contact your leisure centre on

Crosby Lakeside Adventure Centre	0151 966 6868
Meadows Leisure Centre	0151 288 6727
Litherland Sports Park	0151 288 6288
Bootle Leisure Centre	0151 330 3301
Dunes Splash World	01704 537 160
Netherton Activity Centre <b>Please NB: No Creche will be available until further notice)</b>	0151 525 5106

For any Leisure Centres 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.

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 you to follow on your return. You will find these on our website below and within your Leisure Centre. We have also enclosed a copy at the end of this letter.

If you have received a shielding letter, please consult with your GP before exercising at one of our Active Sefton sites. If you are currently on our GP Referral Programme please contact the Development Officer that you have been assigned to discuss before attending one of our Centres.

When you come back, you'll notice your Centre will look a little different, but you'll still get everything you need for a great workout! We will continue to follow guidance from Central Government, Public Health England and industry best practice. For information on the measures we have implemented please visit our website [www.activeseftonfitness.co.uk](http://www.activeseftonfitness.co.uk). Please make sure you keep checking the website and our social media channels (Activate Fitness, Active Sefton) for updated 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**