

Leisure FAQ's – re-opening

General

- 1) When are leisure centres opening?

Venue	Date open	Opening hours
Five Rivers Health and Wellbeing Centre, Salisbury	3 August	Monday to Friday – 12pm to 8pm Weekend – 8am to 3pm
Springfield Community Campus, Corsham	3 August	Monday to Friday – 12pm to 8pm Weekend – 9am to 3pm
Nadder Centre, Tisbury	10 August	Monday to Friday – 1pm to 9pm Weekend – 10am to 4pm
The Vale Community Campus, Pewsey	10 August	Monday to Friday – 12pm to 8pm Weekend – 9am to 3pm
Devizes Leisure Centre	10 August	Monday to Friday – 12pm to 8pm Weekend – 9am to 3pm
Tidworth Leisure Centre	to be reopened at a later date in conjunction with the MoD	
Marlborough Leisure Centre	reopening in late August / early September; to be confirmed	
Amesbury Sports Centre and Durrington Swimming and Fitness Centre	will remain closed for the time being, with the council taking into account its current resources, including staffing and financial pressures	
Calne Leisure Centre	reopen later this autumn, when its development work is complete	

- 2) Why are the centres not opening at the same time?
- The opening schedule has been devised carefully to ensure Wiltshire Council can manage its resources effectively while keeping customers and staff as safe as possible at each centre. The council will regularly review the arrangements and make any changes should the need arise.
- 3) Why are you not operating normal opening hours?
- We're not opening fully to start with to enable our teams to work in singular operational shifts each day. That means we can be more flexible and provide a more resilient service.

Memberships

- 4) I don't want to use the centre yet – can I freeze my membership?
- If your centre is reopening soon you can continue to freeze your membership in August and September. This will need to be done by email by sending your name and leisurecard number to leisureadmin@wiltshire.gov.uk by Wednesday 19 August.
 - Your direct debit will then be automatically re-activated to start from 5 October.
 - If your centre remains closed then your direct debit will remain frozen. No payments will be taken in August and further updates will be provided about your membership once opening dates for other centres are confirmed.
- 5) When will you start taking my direct debit again?
- No payments will be taken in August for any direct debit member.
 - If your centre is reopening then your membership then your first payment will be in September and will account for the month of September plus usage in

August. We will take into account credit owed you from payment made in March when our leisure centres closed mid-month.

- c. If your centre remains closed for now then no payment will be taken until an opening date for your centre is confirmed and you have been notified as such.
 - d. Swimming and gymnastic lesson members will remain frozen at this time. We're reopening centres based on gyms, swimming pools and group exercise classes as our priority and lessons will be reviewed
 - e. We're considering re-starting Active Health in September and more information will be communicated in due course. Your membership will remain frozen in August, unless you have already completed your 12 week programme. We will be contacting all Active Health members directly to provide more information.
- 6) How do I activate my membership?
- a. Your membership will be automatically enabled if you are a direct debit or annual member at Five Rivers, Springfield, Devizes, The Vale and Nadder Centre.
- 7) I'm an annual member, what are you doing with my membership?
- a. All memberships will be credited with the time lost during the closure period. This means your expiry date will be extended accordingly.
 - b. If you wish to freeze your membership, you can do so by email to leisureadmin@wiltshire.gov.uk by Wednesday 19 August. This will freeze your membership up to Saturday 3 October at which point your membership will be re-activated. Your membership expiry date will be adjusted forward by two additional months.
 - c. If your centre is not confirmed to open yet you will be credited with the initial closing period, and additional time will be added once dates are confirmed for those leisure centres.
 - d. All members will be able to access centres to make bookings
- 8) I want to change my membership...
- a. Please get in touch with us to discuss. All contact details for the leisure centres can be found at www.wiltshire.gov.uk/leisure-contact-us
- 9) I want to cancel my membership
- a. Please get in touch with us to discuss. All contact details for the leisure centres can be found at www.wiltshire.gov.uk/leisure-contact-us
- 10) My leisure centre is not opening until September – can I use other centres?
- a. If your centre is not opening you will need to request activation of your membership by emailing leisureadmin@wiltshire.gov.uk. You can use any of the 10 Wiltshire Council leisure centres as a member.
- 11) I am a member at Places Leisure centres so can I use Wiltshire Council centres as before?
- a. Unfortunately, at the current time we have suspended this membership and there will be no cross usage between Wiltshire Council and Places Leisure centres. This is to allow both operators time to ensure their services are efficient and manage resources effectively.
- 12) What about Active Health memberships
- a. We're considering re-starting Active Health in September and more information will be communicated in due course. Your membership will remain frozen in August, unless you have already completed your 12 week

programme. We will be contacting all Active Health members directly to provide more information.

Health

13) What measures have you put in place to ensure that the leisure centre is safe to use?

- We have adopted new regular cleaning procedures to ensure that areas of use are cleaned regularly.
- Screens will be erected at reception desks to protect our staff and members alike.
- Hand sanitiser will be in place at the entrance and exit point of the building as hand hygiene is one of the key precautions to prevent spreading the virus.
- We are encouraging customers to social distance throughout the time that they spend in the leisure centre and have signage up on walls and on the floor to encourage this.
- We have created new one way directional flow around some leisure centres to support this
- We have reduced capacities in all sessions in order to better manage the number of people in the centre at any one time.
- We have also staggered our session times to try and reduce the number of people gathering in the entrance area.
- The teams will thoroughly clean down each area after every bookable session and time will be allocated to achieve this.
- Face masks are optional for both staff and members.

14) How will you ensure other customers adhere to the guidelines?

- a. We will have a concierge service in place when you arrive at the leisure centre to help explain what's changed, we have a banner in reception advising you of the measures we have put in place and what we expect of all customers and will advise staff to be mindful of these measures and ensure that customers are treating those measures and other people with respect.
- b. We'll also communicate with members via the booking confirmation email to make sure that everyone is aware of the expectations.

15) What are you doing to ensure social distancing is possible in the leisure centre?

- a. We will have floor signage both outside and in the reception / lobby areas to encourage people to keep some distance between themselves and other people. We have moved some gym equipment around to provide more space between work stations, reduced capacities in all sessions and created new exit routes to ensure that people can leave easily without having to walk back through reception areas.

Activity use

16) What is available to use?

- a. We're initially opening facilities with fitness suites, group exercise classes and swimming pools.
- b. Sports hall activities like Badminton are planned at a later date which will be confirmed as soon as possible.
- c. Swimming lessons and gymnastics lessons are being considered to resume in September

17) How do I book activities?

- a. We have an online booking website available for you to book gym and swimming sessions, and group exercise classes. This will be available shortly

and advertised on social media and your leisure centre home webpages and swimming / fitness timetable pages.

- b. You will need to register for an account if you do not already have one before making any booking, and you will need to be a member and have your leisure card number to complete this.
- c. Non-members can check availability of booking space online but cannot book online. Bookings can be made by phone during opening hours, up to 2 days in advance, once the leisure centre is open.

18) Can I turn up and access facilities without pre-booking?

- a. We advise that you pre-book your activity in order to secure your space in the activity you wish to take part in. There is no guarantee that space will be available if you just turn up at any leisure centre.

19) Why are you limiting numbers in the swimming pool / gym / classes?

- a. We are doing this in line with government and industry guidelines to help protect staff and visitors by enabling social distancing, and helping to increase confidence of everyone using the facilities.
- b. We will continue to review the situation and monitor capacity levels over time, and hope to be able to allow more people in as government and leisure industry guidelines allow.

20) How long will these limitations last for?

- a. We do not have clear guidelines on how long this will last for, but we will continue to monitor guidance and government advice to make sure we update our procedures accordingly if and when any guidance changes.

21) Why are you limiting the number of sessions that I can attend per day / week?

- a. We appreciate that restricting usage at this time is difficult for everyone but in order to provide the opportunity for all members to use the facilities, this is necessary at this time. We will continue to monitor and review these measures and adjust them accordingly as the situation dictates.

22) Will there be a maximum time limit on use of equipment in the gym?

- a. This will be monitored and managed on an individual basis to enable users to get the most of their personal workout. If the session is full and there is a high demand for particular equipment then people may be asked to limit the time spent on it.

23) Are you doing outside fitness classes?

- a. Due to the unpredictability of the weather and the lack of any outside covered areas, we're not able to pre-plan these, but if the forecast offers an opportunity to do so, and we have the resources to deliver, then it is possible that we could deliver some ad-hoc outside sessions in due course.

Swimming

24) What is your process for swimming?

- a. All sessions need to be pre-booked using our online booking portal.
- b. Swimmers should come dressed ready to swim with their costume / shorts on under clothes.
- c. You will be directed straight through to poolside where you can get ready to swim and leave any personal belongings.
- d. At the end of the session there will be changing room access available to dry and change, but no shower facilities.

25) Why can't we use changing rooms on the way in?

- a. To help protect all visitors and staff members, we're trying to limit the number of potential touchpoints for people using leisure centres and make access to swimming pools as easy as possible. By restricting this access we can focus our cleaning efforts on single spaces each and every hour.

26) Why aren't showers available?

- a. By not offering showers, as with changing rooms, we are limiting touch points and enabling teams to focus on other areas within the Centre.

27) Will toilets be available?

- a. Yes there will always be toilets available within the building; but some toilet facilities may remain closed for the time being.

Swimming / gymnastics lessons

28) When do swimming and gymnastics lessons start again and will I be charged before they do?

- a. We're considering re-starting swimming lessons in September and will be working to develop this programme soon.
- b. We also plan to start gymnastics lessons in September and will be in contact with all current gymnastic lesson members in due course with further updates once we have the details confirmed.
- c. In the meantime, all swimming and gymnastics members direct debit payments have been frozen in August so no payments will be taken.

29) I want to cancel my swimming/gymnastics lesson

- a. All swimming and gymnastics lesson members are frozen at the moment so there is no need to cancel your membership due to COVID-19.
- b. If you cancel, your child will lose their space in lessons and you may find it difficult to book them back in again to the same lesson when we re-start, if you wish to do so at that point.
- c. If you still wish to cancel lessons, then please contact the leisure centre they attend using the details below.

30) I want to book my child in for swimming/gymnastics lessons

- a. Thank you, that's great. We haven't started to re-programme lessons yet but I can take your details and ensure that a member of staff contacts you to discuss your needs as soon as possible.

31) I want to move my child into a different lesson

- a. Thank you, that's great. We haven't started to re-programme lessons yet but I can take your details and ensure that a member of staff contacts you to discuss your needs as soon as possible.

32) Can parents still watch swimming and gymnastics lessons?

- a. Normally, yes. We're not considering to re-start swimming and gymnastics lessons due to COVID-19, until September, and we will take into account national guidance at that point in time to decide whether we'll be able to open public galleries.

33) Will my teacher be in the pool with the children?

- a. Lessons will follow the most up to date guidance from Swim England

34) Will coaches still physically support children when completing specific exercises and activities during gymnastics?

- a. We are currently waiting for British Gymnastics to produce Government approved guidance relating to the delivery of gymnastics and all sessions will adhere to this. This may mean some exercise and apparatus will not be in use when sessions first return.

35) What measures have you put in place to ensure my child's safety

- a. Lifeguards will be on the poolside as normal during swimming lessons. All other COVID secure measures have been put in place throughout the centre to protect your child. Gymnastics coaches will adhere to the Government approved guidance provided by British Gymnastics when delivering all gymnastics activity.

Birthday parties

36) I want to book a birthday party

- a. Unfortunately, we're not able to provide any birthday parties at the moment, and this is unlikely before September at the earliest. We can take your details, the date you were enquiring about and as soon as we have information relative to wider use of the leisure centre we can contact you to discuss your party.

37) I have a birthday party booked – can I get a refund

- a. Unfortunately we won't be hosting any birthday parties before the 1st September so in the first instance you will be offered an alternative date for the party but as we know this is a special occasion for your child we would be happy to refund upon request.
- b. We may be able to transfer your booking to next year, or perhaps to a suitable date in September

38) What birthday parties are you offering when you re-open?

- a. Our birthday party offer is available in full at www.wiltshire.gov.uk/leisure-birthday-parties.
- b. This includes dry and wet party options.

Outdoor Activities

39) When will I be able use the outside tennis courts / astro pitch?

- a. They will be considered for opening shortly and more information on this will be released as soon as possible.

Block Bookings

40) When will you restart my block booking?

- a. On re-opening we may be using part of the buildings including sports hall and meeting rooms for our gym and class activity, this may impact on our ability to offer block bookings in the initial opening phases but would hope to resume when recognised by the governing bodies that it is safe to do so and that some restrictions may have been lifted.

Climbing Wall

41) When will I be able use the climbing wall?

- a. As with the block bookings when it is deemed safe to do so we will restart the climbing sessions.

Health Suite

42) When will I be able to use the Health Suite?

- a. Health suites, sauna's and jacuzzi's will remain closed until further notice; the reason for this is that the very nature of these activities make it difficult for social distancing.

Sports Development Programmes

- 43) When will centre based sports development activities such as Walking Sports, Live Well, Ability Sports and No Strings Badminton return?
- a. All sports hall-based activities are unavailable at this time while we reopen facilities using a phased approach. This includes Live Well and Walking sports. We are developing plans in line with appropriate National Governing Body and government guidance that will enable us to resume these activities in a safe way.
- 44) When will community based sports development activities such as StreetGames and Healthier Communities return?
- a. We are planning the return of our community sports development sessions and developing plans in-line with appropriate National Governing Body and government guidance that will enable us to resume these sessions in a safe way. Further updates will be available in due course.

Health and Physical Activity programmes

- 45) Why isn't Active Health starting back when Leisure centres do?
- a. At the moment due to the nature of this membership we are unable to provide the level of support required for this group of clients due to the requirement to maintain social distancing.
 - b. A large proportion of clients the Active Health team work with are classed as Clinically Vulnerable under COVID -19 guidance and therefore we need to take greater care and consider the best way before we commence these sessions again. Work is underway to recommence this programme as soon as it is feasible.
- 46) Are you accepting new referrals to the Active Health programme?
- a. At the current time we have a backlog of referrals. Our priority is to bring these customers onto the Active Health programme first and therefore for a period of time we will not be able to accept any new referrals.
- 47) When is Get Wiltshire Walking starting again?
- a. Current guidance restricts group sizes to a maximum of 6 with other restrictions in place for those over 70. Whilst this level of restriction is in place, we do not have the capacity to resume the walks in a fully inclusive way.
 - b. We are working closely with Ramblers Walking for Health and Public Health and planning for the resumption of walks when group sizes can increase.
- 48) What is happening with the beginning Running programme?
- a. With the guidance still restricting groups to a maximum of 6, we are establishing social distancing runs within these guidelines. We are keeping up to date with latest guidance updates from government and England Athletics so when, and if, anything changes so can we.

- b. We will continue to deliver our virtual 10-week beginner programme on social media which we established during lockdown as an alternative, as this proved very successful.