

## Leisure newsletter: reopening plans

To go to Life Zone, Fitness Zone, Swim Zone, Junior Zone, leisurecard holders

Dear member,

We are pleased to be able to confirm that we're planning to reopen Durrington Swimming Pool from Monday 19 October, in line with government guidance.

The health and safety of all members, visitors and staff is the number one priority for us as we reopen. You will also see a number of changes to the way we provide our services, which you can [read more about here](#).

We will initially be reopening the swimming pool without access to the fitness suite or studio. Unfortunately, the air handling processes in the fitness suite do not conform to the Health and Safety Executive COVID-19 guidelines published regarding appropriate air circulation, which prevents us from opening this facility.

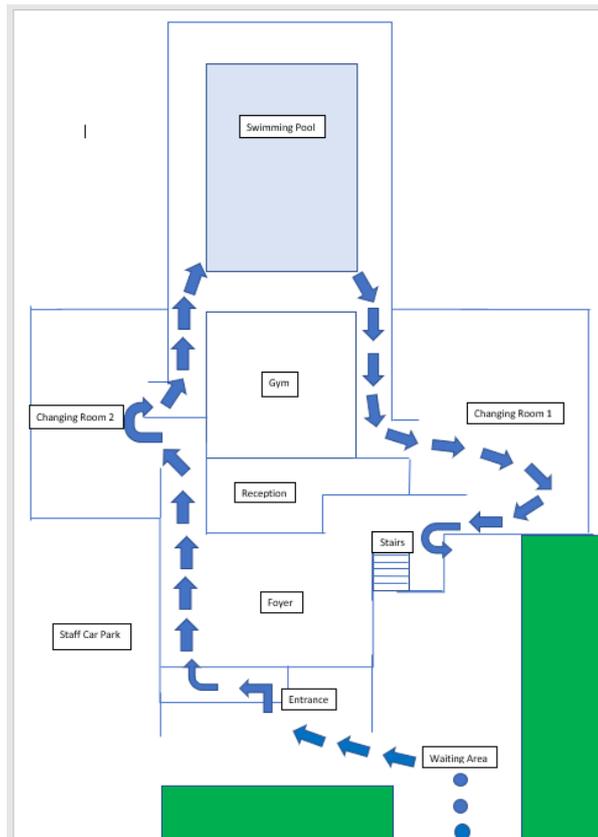
Opening hours will be as follows on reopening, although we hope that this will be a temporary measure:

- Monday to Friday: 6.45am – 7.30am (early morning swim) and 3.30pm – 9pm
- Saturday and Sunday: 8am – 2pm

### Using the centre once open

To manage the number of people at each centre, you must book to attend a session in advance, however this will be reviewed over time. We intend to increase opening hours and facilities when it is safe to do so and in line with guidance. Details on the booking process and a step by step guide are [available here](#).

We will also have a one way system in place through the building which you can see here. Changing rooms will not be available on the way through to poolside, so please come dressed ready to swim under your outdoor clothes, but you can use changing facilities on your way out. Showers will not be available this time.



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## Memberships

### Direct Debit members

- No payment will be taken by direct debit on 5 October for any membership type.
- The first direct debit payment will be on Thursday 5 November.
- Access for the period 19 October – 4 November has been accounted for through credit from when we closed in March.

Life Zone and Fitness Zone members – as the gym and most group exercise classes will not be operating when we reopen, you can choose to do the following:

- 1) Maintain your existing membership and use other local facilities for your gym and classes.
- 2) Convert to a Swim Zone membership to continue using Durrington for swim only purposes
- 3) Freeze your membership for a period of one month, between 19 October and 19 November. If you wish to do so, please contact us by email on [leisureadmin@wiltshire.gov.uk](mailto:leisureadmin@wiltshire.gov.uk) by no later than Monday 19 October.

Swim Zone members – you can choose to freeze your membership for one month between 19 October and 19 November by emailing [leisureadmin@wiltshire.gov.uk](mailto:leisureadmin@wiltshire.gov.uk) by no later than Monday 19 October.

Junior Zone members – as the gym will not be available when we resume you can choose to do the following:

- 1) Maintain your existing membership and use other local facilities for your gym and classes.
- 2) Freeze your membership for a period of one month, between 19 October and 19 November. If you wish to do so, please contact us by email on [leisureadmin@wiltshire.gov.uk](mailto:leisureadmin@wiltshire.gov.uk) by no later than Monday 19 October.

### Annual members

Your membership expiry date will be extended by the duration of the leisure centre closure period, so you will not lose any credit you had on your membership for this period.

If you wish to freeze your membership by an additional month then please email [leisureadmin@wiltshire.gov.uk](mailto:leisureadmin@wiltshire.gov.uk) by Monday 19 October

Life Zone and Fitness Zone annual members – as the gym will not be available you may wish to contact the centre directly on [durringtonsp@wiltshire.gov.uk](mailto:durringtonsp@wiltshire.gov.uk) to discuss your options.

### Leisurecard members

Swimming will be available on a pay as you go basis during public swimming sessions and your membership allows you access to any other centre on the same basis. Your membership has been extended to cover the closure period.

As with all our memberships you can use any of our leisure centres under the terms of that membership, and locally, [Tidworth Leisure Centre](#), [Devizes Leisure Centre](#),

[Five Rivers Health and Wellbeing Centre](#) (Salisbury) and [The Vale Community Campus](#) (Pewsey) are all now back open.

We look forward to welcoming you back to our leisure centres, and can't wait to support you with your ongoing health and fitness journey.

Your sincerely

Leisure services management