

Dear member,

We're pleased to see the recent Government announcement for easing lockdown restrictions over the coming months.

The Government has confirmed that leisure centres can open no earlier than Monday 12 April, subject to four tests they have set out. You can find more information about these tests and the plans for the next few months on the [Government's website](#).

We very much look forward to welcoming people back into our facilities as soon as government guidance allows. The health and safety of customers and staff will continue to be our absolute priority.

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**Direct debit memberships** - Life Zone, Fitness Zone, Active Health, Swim Zone, Junior Zone, Young Adult, Swim School and Gymnastics School

All payments made in January will be carried over to your first month back when we reopen. This means we will not take any payments on Monday 5 April, and your payment in May will be amended accordingly. We will provide clarification of this in due course. Please do not cancel your direct debit at the bank, as this will prevent your rollover of January's payment from taking place.

**Annual memberships** - Life Zone, Fitness Zone, Swim Zone, Junior Zone, Young Adult, Leisurecard

All memberships will be extended by the duration of the closure period; 4 January to 12 April, so you will not lose out on any of your membership credit.

If you have any queries about your membership please contact our admin team via [email](#).

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### Reopening information

Full details around reopening including opening hours, what's available and booking can be

found on our COVID-19 [update page](#).

Particular things of interest include:

- **Indoor group exercise classes** - we plan to resume indoor group exercise classes when government guidance allows, from 17 May at the earliest. Weather permitting, we will be providing a range of outdoor classes at many of our leisure centres between 12 April and 16 May. Details can be found on our [webpage](#). Choose your leisure centre and then click on 'fitness timetable'.
- **Life Zone members** - with indoor group exercise classes only allowed from 17 May at the earliest, between 12 April and 16 May we will adjust the price of your membership down to the Fitness Zone membership price. Outdoor group exercise classes will be available for you to access for free and there will still be [online classes](#) available also.
- **Active Health members** - from 12 April, if government guidance allows, the Active Health team will be booking in consultations and gym inductions with customers. Active Health members will also be able to access gym and swimming sessions using our booking process. Active Health classes will not return until 17 May at the earliest, therefore online classes will continue.
- **Swimming lessons** - lessons for children will resume from 12 April, unless your lessons were not planned to restart when we went into lockdown in January. We will look to resume these lessons as soon as possible but, in the meantime, your membership will remain frozen. Further details on swimming lessons will be communicated in due course.
- **Gymnastics lessons** - lessons for children will resume at Five Rivers and Springfield from 12 April and Marlborough from 19 April. Lessons at Tidworth will not resume immediately due to the unavailability of the sports hall at this time. Further details will be communicated to members shortly.

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## Fees and charges

We would normally look at increasing prices for activities and memberships in April, but prices will remain the same when we reopen.

Thank you all for your patience and ongoing support and please check our

reopening [webpage](#) for full details. We will provide further clarification of future payments for direct debit members shortly.

We look forward to welcoming you back into our leisure centres in due course.

Best wishes

Leisure Services management team  
Wiltshire Council