

Dear member

Five Rivers Health and Wellbeing Centre will be used as a count venue during the forthcoming elections, which will mean the closure of the sports hall and all communal areas in the building, including the atrium and reception, to leisure members. The sports hall will be closed from first thing on Thursday 29 April and courts have been blocked out.

The wider changes will come into effect at 12noon on Thursday 6 May and be in place until the end of the day on Monday 10 May. Normal service will resume from 6am on Tuesday 11 May, when the front entrance will reopen.

We will still be able to offer public swimming, gym sessions, swimming lessons and outdoor group exercise classes throughout this period, but there will be some changes to access points that you will need to be aware of prior to your visit.

General information

- Please park towards the rear of the centre, as the entrances for all leisure visits from mid-day on Thursday 6 May will be at the back of the building
- Car park marshals will be in place from 8am to 6pm from Friday 7 May to Monday 10 May to support you
- Our concierge service will meet and greet you at the rear of the building to check you in for all activities
- Temporary signs will be in place to help guide you to entrances and exits
- Booking remains as normal and please ensure that if you cannot make your session, that you cancel it beforehand to help ensure that as many spaces are available for customers who wish to visit. Information on online booking and how to cancel can be found at www.wiltshire.gov.uk/leisure-covid19

Gym visits

- The gym will be closed for the 12noon and 1pm sessions on Thursday 6 May while we re-locate some of the equipment and prepare for our switch to temporary access points
- There will be a temporary entrance / exit through one of the fitness suite fire doors for all sessions from 2pm on Thursday 6 May
- The atrium will be out of use, so there will be a slightly reduced capacity for all gym sessions during this period
- Please note that our no show trial will have started at this point also

Outdoor group exercise classes

- Will continue as planned – please check in for your session with our concierge service at the rear of the building, no more than 5 minutes before your class start time.

Public swimming visits

- All swimming sessions will continue to run as normal during the elections period
- Access to the swimming pool will be through the beach pool entrance at the rear of the building. This will come into effect from the 12.15pm swim on Thursday 6 May.

- Exit from the swim changing rooms will be through the rear fire door
- Signage and staff will help to direct you

Swimming lessons

- All swimming lessons will run as normal at their current time and day
- Access to the swimming pool for most lessons will be through your normal pool entrance at the rear of the building
 - For swimmers in Stage 1, 2 and 3 - please enter through the temporary beach pool entrance. Parents of children in these lessons will be asked to remain in the immediate vicinity of the beach pool entrance for the duration of the lesson, rather than come inside onto poolside.
 - For swimmers in Stage 1, 2 and 3 - a member of staff will collect you once your child's lesson has finished and you'll be able to help them get changed in the changing rooms as normal
 - For Discovery Ducklings and Ducklings – please enter through the temporary beach pool entrance.
- A temporary exit will be used through the rear fire door of the swim changing rooms for all swimmers
- Unfortunately there will be no in-centre viewing opportunity for any swimming lesson during this period

Racket sports

- There will be no access to squash, table-tennis or badminton courts throughout Thursday 6 May until the end of Monday 10 May. Courts may be booked, under Squash England / Badminton England 'return to play' guidance, from Tuesday 11 May.

Reception

- Although the reception area will be closed to public access, our staff will be available to take phone calls and respond to emails / social media messages

We really appreciate your patience during this time and we've attempted to minimise disruption as much as possible, whilst providing an essential council service to support the elections through the use of the facility.

Best wishes

Five Rivers Health and Wellbeing Centre
Management team