

Sport Swansea Gym – Sketty Lane

Customer Guidance

General Guidance

- Do not enter our facilities if you have experienced symptoms of Covid-19 in the last 10 days including:
 - A new, continuous cough
 - A high temperature
 - Loss of sense of smell or taste or both
- Do not enter our facilities if your or someone in your household is self-isolating
- Do not enter our facilities if you or someone in your household has come in contact with anyone experiencing Covid-19 symptoms in the last 14 days
- In the event anyone becomes unwell with COVID-19 symptoms during a session, they must:
 - leave immediately, avoiding contact with others, surfaces, and equipment
 - notify group organiser/member of facility staff as soon as possible
 - adhere to Public Health Wales guidance
- Individuals must inform facility staff of a suspected COVID-19 case **immediately**
- Customers classed as vulnerable should seek medical guidance before attending
- Staff will continue to provide First Aid cover. Injured persons will be encouraged to self-administer treatment where possible, with qualified First Aid staff overseeing. Where this is not possible, staff have been issued with appropriate PPE to safely administer treatment.
- Maintain social distancing measures at all times
- Strictly follow all hygiene guidance and procedures as indicated by signage around the facilities
- The University is now mandating the use of face coverings for all staff, students, customers and visitors whilst on site. Therefore, please be advised:
 - Face coverings **must** be worn by all customers/users when moving around Sport Swansea indoor facilities, but can be removed during sessions.
 - Face coverings are encouraged for all customers/users when traveling to/from/between outdoor facilities, but can be removed during sessions. However, masks and coverings are still a sensible precaution when moving around outside
- Facility rules must be abided by at all times

- All building access will be via the main entrance door, we request that all customers adhere to social distancing measures
- All sessions **must be pre-booked** via our online booking system or over the phone 01792 513555
- We will **only be accepting cashless** payments. Payments can be made either online or at the main reception point
- There will be a queueing system in place at reception to manage users waiting to pay or any queries. Customers will not be permitted access to reception until they are called
- We will have hand sanitising stations around the facilities, please use them as required
- Water refill machines are now in use, **bottles will be available from reception not the directly from the machine**. Bottle purchases will **must** be done via cashless payment
- Changing rooms and lockers will be **closed**, only the two toilets in Reception will be available
- The lift will be accessible when required, only one person in the lift per time unless the second person is of the same household or where assistance is required
- We will be reviewing our opening hours weekly, we will update this document and website as soon as possible following changes
- Our staff will clean all equipment between sessions
- Please adhere to one way system where applicable. There will be signs across the site identifying one way system
- The facilities will only be open Monday – Friday until further notice

The Gym

- Only members who have booked will be allowed in the facilities. Current training slots are Monday – Friday :
 - 6:30 - 7:45
 - 8:15 – 9:30
 - 10:00 – 11:15
 - 12:15 – 13:30
 - 14:30 – 15:45
 - 16:15 – 17:45
 - 18:30 – 19:45

- 20:15 – 21:30

- **Current capacity is 30 members per session per area (60 gym users total per session)**

- All sessions will be limited to 75min in duration and there will be no back to back booking options
- Due to limited stations and time, if others are waiting for equipment, gym users are requested to the time spend on each machine/area to 20 minutes before moving to a new area.
- Between all sessions, staff will clean all touchpoints including equipment
- Members must wipe down all equipment before and after use
- Adhere to all signage, certain machines have been closed due to social distancing

Sports Hall / Fitness Classes

- Will be used for fitness classes and cardio equipment over flow – please go to the gym first to see equipment availability
- There will be a reduced timetable of all Fitness Classes until further notice, as the weeks progress more will be included please keep checking back
- The **Virtual Studio** will be in use offering Les Mills Virtual Body Balance, BodyCombat, RPM, Sprint, and Trip classes. Instructor led classes in this space will include Pilates and Yoga
- Class capacity is the following:
 - *Body Balance – 5 participants*
 - *Cycling (RPM, Sprint, Trip) – 8 participants*
 - *BodyCombat – 5 participants*
 - *Yoga and Pilates – 5 participants*
- The Sports Hall will offer SHRED, class capacity is 10 participants
- Equipment will be spaced out for social distancing, do not more equipment positions
- Access to all classes must be pre-book via the online booking system
- All members must wipe down equipment before and after use
- The studio will be cleaned by staff between classes

- Members must follow the one way system as identified in the Sports Hall and throughout the facility
- Gym equipment is located directly at the designated entrance, the exit is signposted to a separate set of double doors leading to the main gym
- A designated Fitness Class area is located to the far left all off court. Entrance and exit is same as the above
- A second exit to the Sports Hall zone is located through the fire exit leading to the car park – this exit is recommended for members who can leave directly following their session

Watt Bikes / Squash Courts

- The squash courts will remain closed, Sport Swansea will continually review this decision and will open the courts when it is deemed safe to do so#
- The Watt Bikes will **no longer** be in use in the Squash Courts, they will be moved to the gym for general use

Figure 1. Ground Floor One-Way System

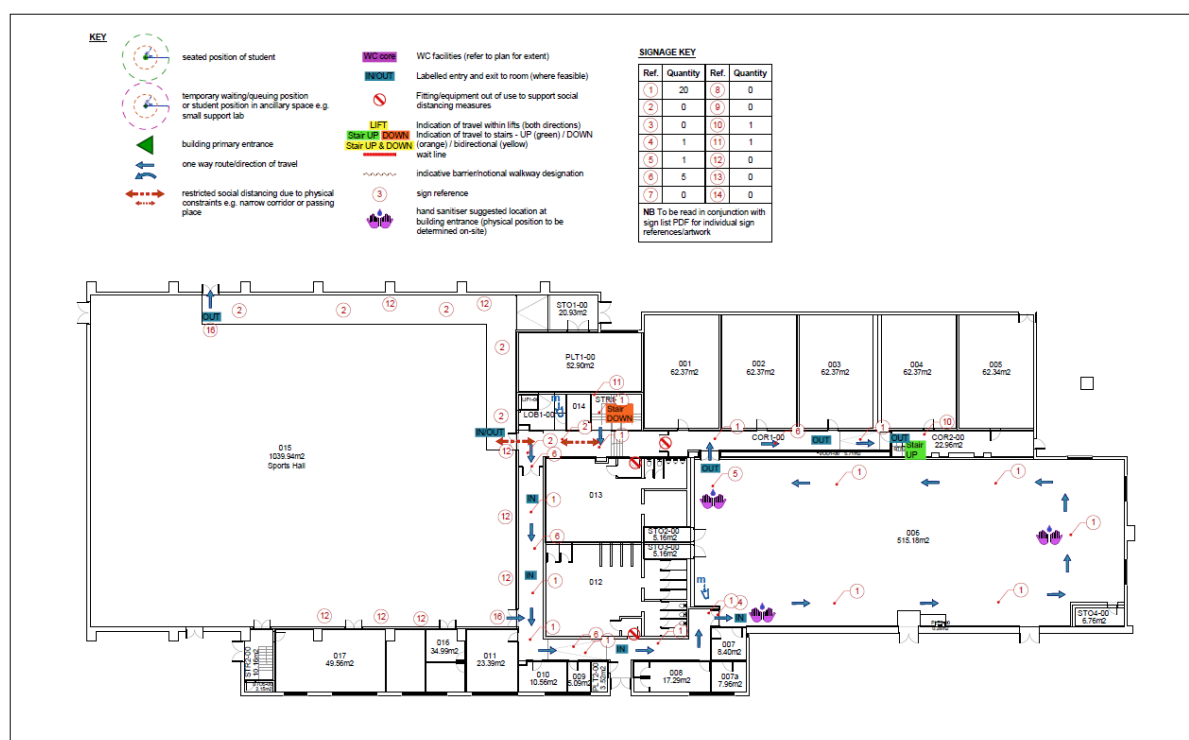


Figure 2. First Floor One-Way System

