

Keeping you safe at Colchester Northern Gateway.

### **NHS Test and Trace**

When visiting the Colchester Northern Gateway Sports Park, anyone who attends with a Leisure Card holder who has made the booking i.e. a badminton booking where one person in the household has made the booking, but another person in the household is playing who is aged over 16 years old, needs to check in to the venue using the NHS Test and Trace app, as required by government guidelines. Ensure you scan the QR code on the NHS Test and Trace poster, which is displayed upon arrival at the main building. If you do not have a smart phone or run into any problems our staff are on hand to help. You can download the app from the App Store or Google Play.

### **Booking and coming to the site**

Please book and pay in advance using our online booking system, this will help minimise any queues at the venue.

Please arrive ready to take part in your session as currently all our changing rooms are closed.

Face coverings are mandatory for all customers unless exempt for when entering the venue. They can be removed if instructed by a member of staff so that activities can be undertaken and for consuming food.

If you or anyone in your household is experiencing any signs of illness do not come to Northern Gateway.

You must always maintain social distancing practices between yourself and others.

Hand sanitiser will be available on site.

On the opening of each cycle track, keeping you safe and the tracks clean is vital to providing a COVID secure experience for all our users. When using the facilities, you MUST follow the equipment cleaning instructions that are in place.

When parking, make sure you park far enough away from anyone else to avoid contact with other people. If other people are nearby, please wait for them to go before you get out of your car.

Please bring only what you need for your activity. Take everything home that you bring. Please do not litter.

If parking within the car park remember to correctly enter your vehicle's registration number into our iPads by the entrance of centre. This will allow you 4 hours of free parking for your visit.

### **During your activity**

#### **Rules**

1. Cycle safely and in a controlled manner always and comply with the rules and etiquette of the cycle track.
2. Do not leave the site with the hire bikes.
3. Do not ride the bikes in the car park.
4. When riding your bike, ensure that you wear a correctly fitted helmet and the chin strap is to be fastened appropriately.

5. Only operate the bike in a suitable environment, in an appropriate manner and in accordance with any instructions provided to you.
6. Do not perform any manoeuvres that are beyond your skill level.
7. Do not operate any equipment, including bicycles, while under the influence of alcohol, drugs or medication that could affect your ability to perform safely.
8. Smoking is prohibited while riding and/or sitting on the hire bike.
9. Do not alter the bike, remove components, or otherwise interfere with the bike unless directed to do so by a member of staff.
10. Not allow more than one person to ride the bike. (Unless on the tandem bicycles)
11. If a bicycle is damaged the repair cost will be deducted from your security deposit at cost.
12. The bicycle is your responsibility whilst on hire.
13. Follow directional signage on the road circuit and pump track trails.
14. On the road circuit stay to the inner edge of the circuit to allow faster riders to safely overtake you on the right and prevent riders bunching up together.
15. On the pump track circuit, ensure you allow adequate space between yourself and other riders.
16. Follow any instructions given to you by members of staff.
17. Ensure that the bikes are returned in the same condition as when you received them.

#### **Leaving the site**

Take care in the car park and, if there are people near your car, wait for them to go before you get into your own vehicle. As with your activity, do not have social gatherings in the car park.

#### **Our staff**

There will be staff monitoring the cycle circuits/tracks ensuring safe cycling practices are being observed and social distancing is being maintained.