

## Sport & Leisure – Closure due to Coronavirus (March 2020)

### Frequently Asked Questions

- **How long will you be closed?**  
At this point in time we do not know how long this closure will last, but we will update our website communications as soon as we are aware of a re-opening date.
- **I am a Lifestyle member paying by Direct Debit, what do I need to do?**  
You do not need to do anything. We will freeze all Direct Debit payments with immediate effect. This means your Direct Debit payment will NOT be collected on 1<sup>st</sup> April 2020. Please do not cancel your Direct Debit as this will incur a set-up fee if you wish to re-join. Any adjustments to reflect unused membership in March will be reflected in the first Direct Debit payment when we re-open if applicable – for example we are closing from 19<sup>th</sup> March 2020 and you have paid until 31<sup>st</sup> March 2020, we may re-open on the 17<sup>th</sup> of a month and you will not pay until the 1<sup>st</sup> of the following month, therefore, no adjustment would be needed. You will be written to in accordance with the Direct Debit guarantee to confirm when payments re-commence.
- **I am a Lifestyle member and have paid in advance for my membership, what do I need to do?**  
You do not need to do anything. We will pause your membership for the duration of the closure and your membership expiry date will be extended to reflect the period of the closure when we re-open.
- **I or my children attend Swimming Lessons and I pay by Direct Debit, what do I need to do?**  
You do not need to do anything. We will freeze all Direct Debit payments with immediate effect. This means your Direct Debit payment will NOT be collected on 1<sup>st</sup> April 2020. Please do not cancel your Direct Debit as this will incur a set-up fee if you wish to re-join. Any adjustments to reflect unused lessons in March will be reflected in the Direct Debit payment when we re-open if applicable. You will be written to in accordance with the Direct Debit guarantee to confirm when payments re-commence.
- **I or my children attend Swimming Lessons and I have paid in advance, what do I need to do?**  
You do not need to do anything. We will transfer the remaining credits on your current term over to lessons when we re-open.
- **I have a Birthday Party booked, what do I need to do?**  
We will contact you to discuss if you would like to re-arrange a date in the future or receive a full refund.
- **I have a Private Hire booked, what do I need to do?**  
We will contact you to discuss if you would like to re-arrange a date in the future or receive a full refund.
- **I represent a Club/Group/Organisation with a Block Booking, what do I need to do?**

All Block Hire will be cancelled during the period of closure and therefore, will not be invoiced. We will contact you again to confirm our re-opening date and when your hire can re-start.

- **I or my Children have a course booked, what do I need to do?**  
You do not need to do anything. We will transfer the remaining credits on your current term over to courses when we re-open.
- **I have paid for a casual booking for a class, court or hall in the next 7 days, what do I need to do?**  
We will contact you to arrange a refund.
- **I have booked and paid (not by Childcare Vouchers) for Kids Camp at Easter, what do I need to do?**  
We will contact you to arrange a refund.
- **I have booked Kids Camp and paid with Childcare Vouchers, what do I need to do?**  
Unfortunately, we are unable to issue refunds for bookings made by Childcare Vouchers. We can hold the credit on your account for use at a later date. You *may* be able to request a refund via your Childcare Voucher Provider who you would need to contact directly for them to request this on your behalf.
- **I have a Beauty Treatment booked, what do I need to do?**  
We will contact you if you have any money in advance and issue a full refund.
- **I have a Spa Day booked, what do I need to do?**  
We will contact you to discuss if you would like to re-arrange a date in the future or receive a full refund.
- **I have an Afternoon Tea and/or Aqua Springs Package booked, what do I need to do?**  
We will contact you to discuss if you would like to re-arrange a date in the future or receive a full refund.
- **I have paid in advance for a Gym induction, what do I need to do?**  
We will contact you to discuss if you would like to re-arrange a date in the future or receive a full refund.
- **I have paid in advance for Personal Training sessions, what do I need to do?**  
We will contact you to discuss if you would like us to hold the credits on account for use in the future or receive a full refund for any unused PT sessions.
- **I have vouchers for Leisure World which have an expiry date, what do I do?**  
If your vouchers expire during the closure period, please keep hold of the vouchers and when we re-open we will still accept them. If your vouchers have a short expiry time left when we re-open we can extend this to reflect the period of closure.
- **What happens to my Loyalty Points?**  
You will not lose or gain any loyalty points during the closure period. Any refunds made where loyalty points were initially added to the transaction will have loyalty points deducted to reflect the refund.

- **If you have said you will contact me, how quickly will you do this?**

Although our buildings are closed to the public our staff are still attending work. We will, therefore, work through all the contacts we need to make as quickly as possible and aim to have completed this within the next 5 – 7 working days. If however, after this time we have not contacted you please email us at [contact.leisureworld@colchester.gov.uk](mailto:contact.leisureworld@colchester.gov.uk) and we will be happy to help.

- **Will I be able to use the Car Park at Leisure World Colchester?**

The car park will remain open and charges will apply.

We appreciate your patience during this difficult time. We wish you all well and look forward to welcoming you again when we re-open.