

## Leisure World Tiptree - Frequently Asked Questions

You **must book online** for all activities before your visit:

- Fitness Centre Gym Workouts – Mini-Inductions are required for new members
- Climbing Sessions
- Short Tennis – single games only
- Badminton – single games only
- Squash – individual games only
- Table Tennis – single games only

We wish you all well and look forward to welcoming you back!

We encourage the wearing of face coverings in our communal areas, such as reception and corridors. Face coverings may restrict breathing efficiency and generally should not be used during exercise. Public Health England do not recommend face coverings for children under the age of 3 years. Other Public Health England exemptions apply.

### **What additional measures are you putting in place to prevent the spread of coronavirus (COVID-19)?**

We are following government guidelines and advice from national governing bodies with regards to the reopening and operation of our facilities. Changes will be made to how we operate as guidance is updated. The measures we have taken include, but are not limited to, the following:

- All customers must book their visit to Leisure World Tiptree online prior to coming to the facility.
- We have marked the site with social distancing floor stickers and signage.
- Hand sanitiser stations are placed around the site and you are encouraged to use this upon entry to facilities and as applicable during your visit.
- The gym equipment has been moved and/or adjusted to enable social distancing whilst working out.
- Changing rooms will remain closed, however, some toilet facilities will be open with additional cleaning in place.

- Limits on numbers attending sessions are in place.
- We have allowed time between all booked sessions for additional cleaning regimes.
- Screens are in place at Reception points to protect you and our staff.

### **I would like to come to Leisure World, how can I make a booking?**

To ensure that our customers and staff can practice social distancing all activities must be booked in advance of your visit.

Bookings can be made online for all available activities

You must be registered as a Leisure Card holder to make a booking. If you do not already have a Leisure Card account, it's free of charge and you can set one up here.

Find out more about our Leisure Cards.

Please do not attend if you have not pre-booked as you will not be admitted

We are emailing all existing Leisure Card holders with details of their ID. Whilst we have tried to reach all our Leisure Card holders, we of course can only send an email to you if you have previously supplied us with a valid email address. Therefore, If you have not received an email from us please email us at [contact.leisureworld@colchester.gov.uk](mailto:contact.leisureworld@colchester.gov.uk) with the following verification details so that we can send you your ID:

- First Name
- Surname
- Date of Birth
- Postcode
- House name or number

Alternatively, if you would prefer to discuss this with someone at Leisure World, please either email us with your name and phone number or leave us a message on 01206 282000 and we will get back to you as soon as we can.

### **What do I need to do when I arrive at Leisure World for my booked activity?**

- You may be required to join a queue outside of Leisure World at busy times. If this is the case, please practice social distancing and wait at the final floor marking before the entrance before being called forward into the lobby by a member of staff.
- Please keep strictly to the time booked and do not arrive earlier than 5 minutes before the start time of your booked session. If you arrive early you will not be admitted until your allocated time. You may be asked to wait away from our building or queueing systems.

- You may be instructed to leave via another exit and not back through our front entrance in order to maintain one-way traffic through our facilities.
- Please follow instructions given by our staff and when informed that your session time has finished, you must vacate the facility promptly. It is vital that you follow social distancing guidelines when using our facilities. Please also see the terms and conditions on our website when using our facilities.

### **Why do I have to be a Leisure Card holder and book in advance?**

Our online booking system is not able to offer guest check-out, therefore in order to book online for all available activities you do need to be a Leisure Card holder. If you do not already have a Leisure Card account, it's free of charge and you can set one up here.

Additionally, by asking all customers to become Leisure Card holders we are gathering customer information that we can then provide to the NHS to assist with their test and trace system if required to do so.

For information about how Colchester Borough Council will collect, use and protect personal data specifically with regard to the coronavirus (COVID-19) pandemic, please see their COVID-19 privacy notice.

By operating on a pre-booking only basis we can also achieve the following which helps us to practice social distancing:

- We remove the chance of long unexpected queues.
- We can ensure that numbers per session are not exceeded.

### **How do I make an account to book online?**

Bookings can be made online for all available activities. We have emailed all existing Leisure Card holders with an ID to use online.

If you are an existing Leisure Card holder and do not already use the online bookings, you will need to use your ID and a PIN to access the system. You can request a PIN by entering your member ID number here and clicking 'Request PIN'. We will then generate a PIN and send it to your registered email address. Once you have made a booking, a booking confirmation email will be sent to you.

If you do not already have a Leisure Card account, it's free of charge and you can set one up here. You will be sent your ID and PIN in separate emails. The ID email will include a link to activate your account and get your PIN.

## **What activities can you book online?**

You can book all the activities that we currently offer online. These are:

- Fitness Centre Gym Workouts – Mini-Inductions are required for new members
- Climbing Sessions
- Short Tennis – single games only
- Badminton – single games only
- Squash – individual games only
- Table Tennis – single games only

## **How do I book a work-out or mini-induction in the Gym?**

To ensure that our customers and staff can practice social distancing all activities **must be booked in advance of your visit**.

Please do not attend if you have not pre-booked as you will not be admitted.

Bookings can be made online for all available activities or via our Leisure World App for selected activities.

You must be registered as a Leisure Card holder to make a booking. If you do not already have a Leisure Card account, it's free of charge and you can set one up here.

Find out more about our Leisure Cards.

## **How do I book a Group Fitness class/Aerobics session?**

To ensure that our customers and staff can practice social distancing all activities must be booked in advance of your visit.

Please do not attend if you have not pre-booked as you will not be admitted.

Bookings can be made online for all available

You must be registered as a Leisure Card holder to make a booking. If you do not already have a Leisure Card account, it's free of charge and you can set one up here.

Find out more about our Leisure Cards.

Once signed up you will be sent your ID and PIN in separate emails. The ID email will include a link to activate your account and get your PIN.

When booking online, select the option of Group Fitness and then select the class you wish to book. You can also book a place for any additional adults attending with you.

If you are attending with others, each person will need to make their own booking under their ID.

Please do not arrive for your session more than 5 mins before your booking start time.

The ID email will include a link to activate your account and get your PIN.

When booking online, select the option of Gym Workout or Gym Induction and then the date and time slot you wish to book.

If you are attending with others, each person will need to make their own booking under their ID.

Please do not arrive for your session more than 5 mins before your booking start time.

### **How do I book a Badminton Court or Table Tennis?**

To ensure that our customers and staff can practice social distancing all activities must be booked in advance of your visit.

Badminton and Table Tennis bookings are per court for a maximum of 2 people playing singles.

Please do not attend if you have not pre-booked as you will not be admitted.

Bookings can be made online for all available activities

You must be registered as a Leisure Card holder to make a booking. If you do not already have a Leisure Card account, it's free of charge and you can set one up here.

Find out more about our Leisure Cards.

Once signed up you will be sent your ID and PIN in separate emails. The ID email will include a link to activate your account and get your PIN.

Log in to online bookings.

Select the option of Badminton Singles or Table Tennis and then the date and time slot you wish to book.

Please do not arrive for your session more than 5 mins before your booking start time.

### **Can I attend as a spectator?**

Due to current restrictions we are sorry but at this time we are unable to accept spectators within the facilities.

If you need to pick up/drop off children, please do so as normal from the site.

For those needing the assistance of a Carer, please see question 'I require the assistance of a Carer what do I need to do?'

### **I require the assistance of a carer what do I need to do?**

If you require a carer you will need book yourself onto the relevant session at least

48 hours in advance and at the same time email us

at [contact.leisureworld@colchester.gov.uk](mailto:contact.leisureworld@colchester.gov.uk) to confirm that you need to the assistance of a free of charge carer. We will then reserve a place for your carer onto our system free of charge.

Unfortunately, at this time if you wish to book with less than 48 hours' notice you will have to also book a paid slot for your carer at the same time as you book your slot. This is to ensure that we do not exceed the maximum numbers allowed for each session.

Please note: Free of charge carers for the Gym are there to give assistance only and not to have a work-out themselves. If they wish to work-out they will need to book a paid slot.

### **Will changing rooms and lockers be available?**

Dry-side changing rooms will not be available, therefore, please come ready to workout or play your sport and to shower afterwards at home. Some toilet and disabled facilities will be available for use across the site.

### **I am a Lifestyles member paying by Direct Debit, what do I need to do?**

You do not need to do anything. Your membership payments were frozen when we closed through to September.

- Your next Direct Debit payment will be taken in 1<sup>st</sup> October 2020. You will be written to in accordance with the Direct Debit guarantee to confirm when payments recommence.

Please note that your first payment amount will be slightly higher than your normal monthly amount. This is because it includes a charge for part of September, minus the credit due for March.

### **I am a Lifestyles member and have paid in full for my membership, what do I need to do?**

You do not need to do anything. We paused your membership for the duration of the closure and your membership expiry date will be extended to reflect the period of the closure.

Some memberships were due to expire during the closure period and the pro-rata amount of days has been added to give the correct new expiry date. When your current membership is due to expire, we will contact you to arrange a renewal.

### **How many spaces will be available for each session?**

Gym – 15 per session

Climbing Wall – 6 per session

### **Climbing Wall**

- Members and new customers must pre-book and already be a registered climber.
- You must report to reception before climbing.
- Numbers will be limited to 6 climbers at any one time.
- Climbing is individuals only
- We do ask climbers to please bring their own equipment, auto belay will be available.
- We ask customers to wash their hands thoroughly before entering the climbing area (toilets will be available) There will also be hand sanitiser available
- Climbing robes will not be available to use.
- Liquid chalk is encouraged, regular climbing chalk can be used
- To maintain ventilation the fire doors will be left open when the climbing wall is in use.
- No spectators are allowed.
- Unfortunately we will not be offering inductions to new customers at this time.

### **Will you be accepting cash?**

To reduce contamination, we ask that you do not bring cash, and should you wish to purchase items whilst on site you can do so using contactless card payments.

### **I have a Birthday Party booked, what do I need to do?**

If your booking is due to take place and continued Social Distancing measures prevent it from going ahead, we will contact you before the date of your booking to discuss if you would like to re-arrange a date in the future or receive a full refund. Unfortunately, we are not currently taking any Birthday Party bookings.

### **I represent a Club/Group/Organisation with a Block Booking, what do I need to do?**

We have emailed all block hirers requesting additional information about your sessions. Once this information is returned to the Block Bookings team, they will contact you to confirm arrangements and a date when your hire can re-start.

**I am a member of a club/group that hires Leisure World can I attend?** You need to contact your club/group directly to confirm if they have been given the go-ahead to return to their hire session. Please do not come to Leisure World without confirming if your club/group is returning.

### **I have paid for a Dry Course, what do I need to do?**

Our courses for children remain closed until further notice, therefore, you do not need to do anything. We will transfer the remaining credits on your current term over to courses when we re-open.

**What is a mini-induction?**

We are not currently offering 1hr group gym inductions, however, we will be offering 30 minute 1:1 mini-inductions free of charge to all new members.

**I have a query you have not answered in these FAQs and I can't see the information on your website, how can I contact you?**

Please contact us by email at [contact.leisureworld@colchester.gov.uk](mailto:contact.leisureworld@colchester.gov.uk) and we will be happy to help.