

**TEAM BATH SPORTS TRAINING
VILLAGE CUSTOMER GUIDELINES,
AUGUST 2020**



We are very much looking forward to welcoming you back to the Team Bath Sports Training Village. This document sets out the measures we have put in place since you last visited – measures which are designed with **safety in mind**. We seek your full cooperation in following them to give everyone peace of mind to enjoy their return to sport and activity.

Please remember that to access the gym, swimming pool and other areas **you will need to book in advance**. Details are here: www.teambath.com/bookonline/

Opening Hours

In our initial re-opening phase, we will be operating these hours:

Mon-Fri: 8am – 8pm

Sat and Sun: 9am – 4pm

Arriving at the Team Bath Sports Training Village

Car parking is available on site on the normal pay and display basis*. Access to the building will be through the front entrance doors only. Inside, you will find that we have a one-way, keep-left system in operation for all the walkways, corridors and stair areas. Please observe the signs at all times for your safety. At busy times there could be a queue to access the main stairs and the reception area so please be patient and wait your turn, using the queueing system.

Lifts, automatic turnstile gates and Reception Area

The lifts will be operational throughout the building with a limit of only one person at a time. The only exception will be for family groups or individual customers who may be accompanied by a carer. The automatic, turnstile gates will be operational as normal on the lower floor which can be accessed as usual with your Team Bath membership swipe card. Most customers should be able to access the facilities swiftly without queueing at Reception. Those who may have a question or query should join the Reception queue which is marked by floor signage.

Cleaning and hygiene/infection control

Since March 20, when we closed to visitors, we have deep-cleaned the building from top to toe. We have also instituted a different and more regular cleaning regime in all of our sports' spaces, toilet and other areas – including a more thorough clean each day from 4am each morning. If you are concerned at any time that an area is not clean, please tell the duty staff.

Generally, we are asking customers to work with us on keeping areas hygienic and safe to use:

- Please don't come to the STV if you are experiencing any symptoms of COVID-19;
- Please observe good hand hygiene at all times. Use soap and water or the hand-sanitiser dispensers around the building.
- Please be responsible for cleaning any gym equipment that you wish to use before and after your session – this includes free weights, hand grips of bikes, steppers and other equipment etc. Anti-bacterial wipes and sprays will also be provided
- Please be responsible for cleaning all areas of the changing cubicles and lockers that you have touched in the swimming pool changing area. Anti-bacterial spray and wipes will be provided.

Changing rooms and toilet areas

Currently, all our toilet facilities are operational with new social distancing and cleaning measures in place but our changing rooms are closed and we would ask you to arrive ready to be active and then depart and shower and change at home.

The swimming pool changing room is the only exception where we have clearly-signed social distancing measures for you to observe and a one-way, keep left system. We are asking you to arrive with your swimming costume on under your normal clothes to minimise time spent in the changing rooms. For hygiene reasons we still require you to shower prior to entering the pool... please make this pre-swim shower as quick as possible. We request that post swim showers are taken at home again to minimise time spent in the changing rooms; showers are available where this is impractical for some.

Lockers

As we're encouraging all customers to arrive ready to be active and to depart to shower and change at home, where possible, our lockers, except in the swimming pool area, will not be in use. In the swimming pool area, there will be 21 lockers available due to social distancing requirements.

Sports spaces

Different national governing body of sport and differing government rules may apply to each sport and sports hall. We will have notices in place to let you know what these are.

In the swimming pool, as per Swim England, PHE and government guidelines, the maximum number of swimmers per 25m double-width lane will be 10. We will also have a limit of 30 in the changing room areas at any one time. Swimmers can arrive with their own equipment – e.g. floats – but this must be cleaned before arrival and taken home and cleaned again after each use.

Gym

We have been busy since you last visited. We have created 3m², individual training zones in the gym and socially-distanced walkways to allow for the nature of the activity in this area as per government and UK Active official guidance.

Each fitness class will have a plan to keep you socially-distanced whilst still having fun. Class numbers will generally be smaller unless we are running classes as part of our new, outdoor fitness offer or in bigger, higher spaces like the main Sports Hall and the Indoor Throws and Jumps areas. We are keen to innovate and be creative to keep your fitness offer fresh.

We want to maintain safe numbers in the gym at all times and that's why there is a cap on membership numbers currently. We have also put a flexible density-booking system in place – again to keep numbers safe and to offer you a quality experience when you work-out. You will need to book in advance and can book multiple training sessions per week (one per day) which will be in 60-minute slots although the duration of slots may change from time to time. If you realise that you can't use your slot for any reason, please cancel it so that someone else can use it.

Twice a day, the gym will have changeover cleaning slots so that our staff can clean the main areas of the gym. Remember to always clean any surface you touch and any kit and equipment you want to use throughout your session so that you are satisfied that it is safe for you to use. We also ask you not to bring a towel into the gym areas and exit the gym swiftly after your booked slot.

Entrance to the original gym – now called Gym 1 - (closest to the Main Reception) will be through the turnstiles as normal. Exit will be through the middle, side doors which are clearly marked. This will take you into the sports hall corridor from where you will be able to join the one-way, keep-left system to exit the facility. Entrance and exit to the two, newer floors of the gym – now called Gym 2 - will be via the turnstiles.

As the start of a new session approaches, we may experience queues which will be safely-spaced near our membership office area. We're asking you to be patient at these times!

Exiting the building and emergency evacuation procedures

We could well be making use initially of alternative ground floor exits to the building rather than the main upstairs exit doors to ease flows of people. This means you need to look for and follow the current, exit signs to depart from the Sports Training Village.

In the event that the emergency alarm should sound, please follow normal emergency evacuation procedures. Listen to the announced instructions and follow the direction of our staff members.

Listening hard

Whilst we feel we've thought things through, you may have a better idea for how to allow everyone to enjoy their sport and activity whilst observing safe guidelines. If that's the case, we'll be delighted to hear from you. Either approach a member of staff on site or email us at team-bath@bath.ac.uk

All the best

Stephen Baddeley

Director of Sport, University of Bath.

*Parking charges apply Mon-Friday 8am-5pm and on Saturdays there is a £2 all-day flat fee. Sunday is free of charge.