

## CUSTOMER GUIDELINES – THE SPORTS TRAINING VILLAGE – updated 25/9



### Welcome

We are very much looking forward to welcoming you into the Team Bath Sports Training Village (STV). This document sets out the current measures we have put in place – 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 sport and activity.

Please remember that to access the STV **you will need to book in advance**. Details are here: [www.teambath.com/bookonline/](http://www.teambath.com/bookonline/)

After recent updated guidance, everyone\* is required to wear a face covering in the Sports Training Village and the Founders Hall (when it re-opens) apart from when exercising or in the changing rooms. We are also now part of the government's test and trace protocol and customers with smart phones (aged over 16) are requested to register using the QR codes at the entrance area.

(\*U12s are exempt as are individuals with medical exemptions)

### Opening Hours

In our initial re-opening phase, we will be operating these hours but we will be looking to extend these considerably from September 21 onwards:

Mon-Fri: 6am – 10pm\*

Sat and Sun: 8am – 7pm

\* Some facilities have slight variations, please check in advance.

### 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 is through the front entrance doors only. Inside, you will find that we have a one-way, mainly 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 and please refrain from turning up too early for your session. Your swipe card will only allow you access a few minutes before your session begins.

### **Lifts, automatic turnstile gates and Reception Area**

The main lift – opposite the top of the main stairs - will be operational 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. You can do this as your session time starts. 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**

Before re-opening in early August, we 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 will be provided.
- Please remember that everyone\* is required to wear a face covering in the Sports Training Village and the Founders Hall (when it re-opens) apart from when exercising or in the changing rooms and to participate in the government test and trace protocol by registering using the NHS app and scanning the QR code for the STV at our entrance points.

## **Changing rooms and toilet areas**

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

The swimming pool changing room area is a pinch point and has a limit of 30 people at any one time for social distancing purposes. We are asking you to arrive with your swimwear 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.

## **Lockers**

Our lockers are available to all customers (starting 28 September). We're encouraging you to be extra vigilant about social distancing when using the lockers as many are in tight, corridor areas.

## **Sports spaces**

Different national governing body of sport and differing government rules may apply to each sport and sports hall. Please familiarise yourself with these via the relevant national federation websites and follow them at all times.

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 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. We have a no overtaking policy except at the pool ends. Please select a lane suitable to your swimming speed and allow faster swimmers to pass you at the pool ends.

## **Gym**

In the gym, we have created 3m<sup>2</sup>, individual training zones 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 has a plan to keep you socially-distanced whilst still having fun. Class numbers are generally 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 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. Please exit the gym swiftly after your session so that the next group of customers can enjoy their work-out.

The gym has some 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 or a bag 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) is through the turnstiles as normal. Exit is 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 - is via the turnstiles. During a session you will not be able to move between Gym 1 and Gym 2.

If, before the start of a new session approaches, we experience queues these will be safely-spaced near our membership office area. We're asking you to be patient at these times and to not arrive too early for your session.

### **Exiting the building and emergency evacuation procedures**

Initially, to ease flows of people we will be using the fire exit on the lower floor as the exit from the building. This is next to Main Reception. We could from time to time be making use of alternative ground or upper floor exits but if that's the case, we will notify you in advance. For now, please only use this, designated exit route. 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 are continuing to think 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](mailto: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.