



**TEAM BATH GYM AND FITNESS CENTRE
CUSTOMER GUIDELINES – Updated 25/9**

We are very much looking forward to welcoming you into the Team Bath Sports Training Village. This document sets out the measures we have put in place in the Team Bath Gym and Fitness Centre with safety in mind.

We seek your full cooperation in following them to give everyone peace of mind to enjoy their work-out. Please also see the general customer guidelines on our website (teambath.com) if you have not already received these into your in-box separately.

Opening Hours

We are now open:

Mon-Fri: 6.30am – 10pm

Sat and Sun: 8am – 7pm

Cleaning and hygiene/infection control

Since our earlier lockdown closure we have deep-cleaned the gym and studios from top to toe. We have also instituted a different, twice-daily cleaning regime to supplement our main overnight clean. If you are concerned at any time that an area is not clean, please tell the duty staff.

We are also asking you to play your part:

- 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 (from 28/9 onwards) 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 and water fountains

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. We are seeking to re-open the water fountains when we can using pedal-versions which we are sourcing.

Social distancing to help keep you active and enjoy your work-outs

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, Fresh Air 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 and to help you get great results.

We want to control numbers in the gym at all times to provide you with peace of mind and a quality work-out and that's why there is a cap on membership numbers currently. We have also put a flexible density-booking system in place – see 'booking' section below - again to control numbers.

Whilst social distancing guidelines are in place, no spotting will be permitted in the gym areas (so please work out with appropriate weights for you as an individual) and some items of equipment will be temporarily out of action – again to create space for, clear training zones. However, we're delighted to say that we still have a great gym, with lots of diversity of opportunity and friendly staff to guide you and help you with personalised training plans and high-energy fitness classes.

Booking

You will need to book in advance to secure a work-out slot and say which of the two gyms you wish to train in for the duration of your work-out. This is easy to do and can be done at any time in advance – even minutes before you want to train. You can book multiple training sessions per week (one a day) which will be in 60-minute slots*. If you realise that you can't use your slot for any reason, please cancel it so that someone else can use it.

The booking system can be found on the Team Bath website (www.teambath.com/bookonline)

Or you can use the Team Bath Active App which is free to download.

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 that 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 kit bag into the gym areas and exit the gym swiftly after your booked slot.

If you are a new member, please ensure that you have read and understood the health statement document and that you have viewed the gym induction video in full which can be found here: <https://youtu.be/HJ-zH3tAYf4>

Entrances and Exits to the Team Bath Gym and Fitness Centre

The entrance to the gym space closest to reception – now signposted as Gym 1 - 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 as normal. Please take it in turns to enter and exit so that you maintain the all-important social distancing at all 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 out 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

Sam Holmes
Health and Fitness manager, Team Bath