

CUSTOMER GUIDELINES – SPORTS TRAINING VILLAGE – UPDATED 1/4/2021



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/

Everyone* is required to wear a face covering in the Sports Training Village and the Founders Hall apart from when exercising or in the changing rooms. We are also 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

Monday to Friday: 6am – 10pm*
Saturday and Sunday: 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

We have instituted a regular cleaning regime in all of our sports' spaces, toilets and other areas including a more thorough clean 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 or have been asked to self-isolate.
- 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 changing areas. Anti-bacterial spray will be provided.
- Please remember to wear a face covering (unless exempt) apart from when exercising or in the changing rooms.

Changing rooms and toilet areas

Our toilet facilities and changing rooms are operational with 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 but we are 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 ([click here for a list](#)) 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 six. 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 these 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

We want to maintain safe numbers in the gym at all times while also providing a quality experience when you work out, so we have put a flexible density-booking system in place. 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 workout.

In the gym, we have created 3m², 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.

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 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 Gym 2 is via the turnstiles. During a session you will not be able to move between Gym 1 and Gym 2.

If we experience queues as the start of a new session approaches, 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

Customers can exit the Sports Training Village through the main entrance, via the clearly-marked door to the left of the automatic doors, but are encouraged to use the fire exit on the lower floor - next to Main Reception – to reduce footfall on the stairs.

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

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.