



COVID-19 (coronavirus) FAQ

Last updated: 19 July 2020

Introduction

The health and safety of our customers and staff is our number one priority. Therefore, following Government advice, we are implementing a carefully planned, approach to reopening. From Monday 7th September, all facilities and services at the Bournside School & Sixth Form Sports Centre will reopen for users, there will be a new one way entrance and exit system and we ask that all customers follow and adhere to social distancing. The online booking system will be active from 3rd September.

We appreciate your help and understanding as we work through this time together.

Booking Activities

As part of our new safety measures, we are asking that members make a booking for all activities before they arrive.

- Bookings should be made [online](#) and in advance for all activities, including astro pitch, racket sports, and fitness classes
- To log in to your account and make a booking, please click [here](#)

Please note:

- Bookings will be available from Wednesday 3rd September
- If you can't attend one of your pre-booked sessions, please ensure you cancel this via [My Account](#) so that someone else is able to make use of the booking slot
- Please arrive no more than 10 minutes before your booking start time and please leave the facility as soon as your booking finishes

Warden Hill Road, Cheltenham, Gloucestershire, GL51 3EF

Telephone: School 01242 239123

Email: sportscentre@bournside.gloucs.sch.uk **Website:** www.bournside.gloucs.sch.uk

A company incorporated in England and Wales operating as a charity and limited by guarantee with registered company number 7524244.

What are we doing to keep you safe, well & active

We've been working hard in the background to ensure that, when the time is right, we can welcome your safe return. For the health and safety of our community.

We are following all safety advice from the government and have put the following measures in place to help protect members and staff so you can get back doing the things you love:

Strict social distancing to ensure everyone keeps a safe distance

We are taking careful actions to facilitate social distancing including:

- Bookings will be required for all activities. Bookings should be made [online](#) and in advance. Please note that bookings will be available from Wednesday 3rd September
- Clear signage and one-way systems showing where to enter and exit each space
- Floor stickers to help customers practice social distancing
- Reducing the number of people in certain areas of the facility at any one time to minimise congestion and ensure customers and staff can practice social distancing
- Fitness classes will be rearranged in due course, class number will be reduced to allow for safe social distancing

Redefined cleaning standards

We will continue to follow stringent cleaning protocols for proper disinfection, operation and maintenance, as well as adding additional procedures to achieve a new level of cleanliness. This includes:

- Continuous scheduled sanitation of high-touch surfaces, facilities and equipment throughout the facility
- Our staff will be fully trained on our new cleaning and safety measures to ensure these are delivered to the highest standards
- Hand-sanitising stations will be conveniently located throughout the facility
- All surfaces and high touch areas will be cleaned and then sanitised. This double cleaning approach, in line with government guidelines, will ensure all areas are deep cleaned

Please familiarise yourself with these new health and safety guidelines before you visit the Sports Centre, so you know what to expect before your first visit back.

Your help is vital to ensure that these new procedures are followed to keep yourself, other customers and our staff safe

We will be continuously monitoring all our health and safety policies to ensure we are doing the best we can to help protect our members and staff. Please note that these FAQs are subject to change as we adapt to new government guidelines.

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What can I do to protect myself and others

Each of us will play an important role in making our facilities a safe experience for us all. While enjoying our facilities, please help support a safe, phased reopening of our facilities by following these guidelines:

- Bookings will be required for all activities. Bookings should be made [online](#) and in advance.
- Please only enter the building at the start of your booking and leave as soon as your session is over
- Please practice social distancing at all times
- Please wash or sanitise your hands before and after your activity
- Please bring your own gym mat for fitness classes
- Please bring your own water or use our water fountains are not available
- Thumbs up, no high fives! Give encouragement without touching
- Please be kind to each other and to our staff
- Avoid contact with people who are sick
- If you have flu symptoms or are feeling unwell, please stay at home and keep safe
- Please do not visit if a member of your household is displaying symptoms of Covid-19

What facilities/services will be available to use when you re-open?

The following facilities and services at the Sports Centre will be available to use when we re-open:

- Sports Halls
- Tennis Courts
- Fitness Classes
- Astro Pitch
- 5aside Cage

We've had to make some changes to the experience of our facility to help protect you, other customers and our staff. Therefore, our facilities may appear a little different the first time you visit us. Please familiarise yourselves with the new measures we have in place to help ensure a safer experience for us all.

Are there any restrictions on when I can attend?

All activities must be pre-booked advance, this can be done [online](#) or by calling the sports centre on [01242 239123](tel:01242239123).

If you can't attend one of your pre-booked sessions, please ensure you cancel this either via your online account or by calling the sports centre so that someone else is able to make use of the booking slot.

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What are the opening hours?

We are pleased to confirm that opening hours for facilities that are opening remain un-changed. Please pre-book your activity before visiting. Opening hours will be the same as they were before closure. Bournside Sports Centre is open at the following times:

- Monday-Friday 5.00pm to 10.45pm
- Saturday-Sunday 8.30am to 7.30pm
- Bank Holidays Closed

Full opening hours can be found here: <https://www.bournside.gloucs.sch.uk/sports-centre/booking/>

Are you accepting cash payments?

Yes, although contactless payment will be our preferred method of payment. Activities need to be paid for at the time of booking and not after the activity has ended

Will the reception office be open?

Yes, but customers will need to come to the hatch window as the office door will remain closed to staff only, this is to help keep customers and staff safe and reduce contact

Changing Facilities

Do I need to arrive ready to workout?

Yes, please do arrive ready to workout where possible as the changing rooms have limited capacity.

Are there any changing facilities and showers available to use?

To help support the safety measures we have in place, upon reopening, some of our changing amenities will be temporarily unavailable.

- Please come ready to take part in your activity
- Do not use the changing facilities unless essential
- Showers will be unavailable until further notice
- Some toilets facilities will be available but these will be limited
- If using the changing facilities, please remember to follow the safety measures displayed

Are lockers available to use?

There are no lockers onsite

How will equipment be cleaned?

In addition to already intensive cleaning efforts, several protocol additions are being made for further sanitation including:

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- Enhanced cleaning protocols
- Cleaning stations with disinfectant spray and wipes, located throughout the space to ensure users can clean all equipment before and after use
- Our staff will clean all open areas throughout the day and every day before opening
- Exercise mats will be disinfected after every use

How do I book a class?

Bookings for all activities can be made online through the [Booking Home Page](#). If you don't have an account, please click [here](#) to register

Are fitness classes happening?

Our fitness classes will be available shortly after we re-open. We will run a reduced class timetable to start with and add additional classes as and when demand grows.

- Bookings are required for all classes - please [book your next class online here](#)
- Classes will be spaced at least 15 minutes apart to allow for our team to clean the area and sanitise equipment
- If possible please bring your own mats for classes

Do I need to arrive early for my booking?

Please arrive no more than 10 minutes before your booking start time and please leave the facility as soon as your booking finishes. Once you arrive please follow the one way system and go directly to your class location.

What do I need to bring for my activity?

- Workout gear: Please arrive ready to work out to avoid using the changing rooms
- Minimal belongings
- Full water bottle: Water fountains will be unavailable for hygiene reasons.
- Floor mat: If you would like to use a mat for your session or class, please bring your own.

What should I do if I start to feel unwell whilst at the Sports Centre?

If you start to feel unwell, please use the 111 online coronavirus service if you have either:

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- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Loss of smell or taste

The 111 online coronavirus service will ask about your symptoms and advise on how to protect yourself and others.

In order to protect others if you do feel unwell, please inform the Sports Centre Manager at the facility.

If you have flu symptoms or are feeling unwell, please stay at home and keep safe.

What should I do if I think I have got coronavirus?

Step 1: Talk to the NHS

It is really important that you stay home and self-isolate if you have symptoms or have tested positive.

Symptoms of COVID-19 include:

- A high temperature (fever)
- A new continuous cough
- Loss of your sense of smell or taste

Use the online NHS coronavirus service to get advice. You can also call 111. This is free from a UK mobile phone but if you are calling from an international mobile phone, this number may not work or you may be charged. Their alternative number is [0300 0200155](tel:03000200155).

It is important to advise them that you live alone, without means of support.

When will these restrictions be lifted?

We are following guidance from the government, Public Health England and UKActive to make sure we can keep members and staff safe. We will ease restrictions when we have been advised it is safe to do so.

I have another question, how can I contact you?

If you have a general query or question not answered in our frequently asked questions pages, please email sportscentre@bournside.gloucs.sch.uk Due to the current restrictions, it may take us longer to reply but we will endeavour to respond as quickly as possible.

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