



bstFitness, Newbury

# Customer Guide **April 2021** to using our Covid-secure Club

Please always be mindful of



Hands



Face



Space

Reinvesting in your local community



Your **local independently run** leisure facility

Registered Charity: 301731

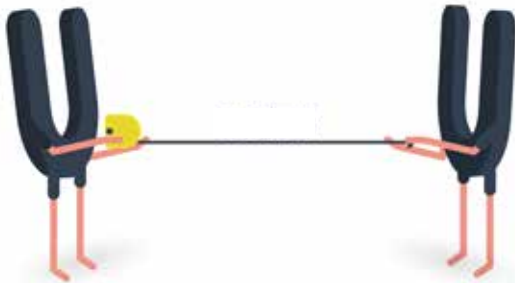
Following our most recent enforced closure, we wanted to ensure that you are all aware of the ongoing procedures we have in place to ensure we operate safely for the benefit of all of our members, visitors and staff.



**Booking activities;** how you access different areas, and what you'll be required to do whilst at the Club may be different to before. We've produced this guide to give you an outline of the changes and what we'll all need to do to ensure the Club is 'Covid-secure'. This will require a collaborative effort from you and us.

The guide does cover specific activities and areas of the Club although we urge you to read the whole guide so you have a good understanding of what to expect – from making your booking to enjoying your activity.

Like other businesses, operating in a post-Covid environment means providing our activities and facilities to meet social distancing requirements.



This means we'll have less capacity for a while and that there will be an ongoing financial challenge for the charity until social distancing is relaxed further. In order to be fair and accommodate as many members as possible we will need to limit the duration for some activities. There will also be gaps between sessions to allow our teams to carry out remedial cleaning.



At **BST** we are dedicated to ensuring that our sites are clean and safe. Therefore, our teams will have enhanced cleaning regimes in place throughout the day and will use cleaning products that kill viruses including Covid-19, with particular attention being paid to all high-touch surfaces after each activity.



As part of that enhanced cleaning protocol, we will be providing complimentary alcohol gel, blue tissue roll and disinfectant spray. To assist us in keeping the Club Covid-19 free, we will be asking that you regularly wash or sanitise your hands (particularly before entering the Club) and to use the disinfectant spray and blue tissue roll for cleaning any equipment used during your activity.

All changes have been implemented for the safety of you and our team members and in order to provide a fair system for access. We thank you for your patience while these measures continue to remain in place and hope that some measures can be relaxed when it is deemed safe to do so.

**Please remember at all times** - should you exhibit any symptoms of Covid-19, you must not visit the Club. Instead, you must follow the NHS guidance on self-isolating.

# Opening times

The Club operates with revised opening hours that will be reviewed on an ongoing basis, these are:

Monday to Wednesday	06:30 – 21:00
Thursday & Friday	06:45 – 20:00
Saturday & Sunday	08:00 – 18:00



## Booking & Timetables

**We encourage booking in advance for all facilities and activities to avoid disappointment. However, if you arrive without one, we will do our best to book you in for your chosen activity.**



This is to ensure we adhere to social distancing guidelines; have sufficient time to meet enhanced cleaning requirements, and to adhere to the requirements of the Test and Trace Service.

- Check our website [www.mybst.org](http://www.mybst.org) and our social media accounts for updates on what is available and when.
- All activity sessions can be booked via your members account online and/or by using the **BST app**. Just search for “**Basingstoke Sports Trust**” in the app store and download the free app. When booking gym, swim or Move on the app please go via ‘**Find a class**’. Members who are unable to book online can contact Reception on **01635 701100**.
- As Reception services will be limited, where possible please book online rather than calling the Club.
- Members will still be able to book up to **7 days** in advance, and non-members will be able to book **6 days** in advance.
- Back-to-back sessions available. Simply book two consecutive gym sessions and you’ll be given a wristband on entry to the gym so you don’t have to leave at the end of the first hour. Members will also be able to book any two swim sessions in one day, subject to them being a part of your membership.
- Even if you don't require a full hour please still arrive for the start of your session.
- Swim and gym sessions must be cancelled no less than **4 hours** before the advertised activity's start time.
- Swim and gym sessions cancelled less than 4 hours before the advertised start time will be charged a cancellation fee of **£5**, regardless of whether the space has been rebooked by another member or customer.
- Non-attendance will be classed as a cancellation of less than **2 hours** and a **£5** cancellation fee will be charged.



Unless you are exempt from wearing one, all customers and members must now wear a face covering in circulation areas.

Face coverings should **NOT** be worn when undertaking your activity. Thank you for your cooperation.

**Face masks can be purchased at Reception for 50p**



## Arriving at the Club

- Please arrive ready, changed and raring to go for your booked activity.
- When you arrive at the Club, you may have to queue. A member of staff will be there to assist you. Please ensure you follow social distancing guidelines. You will be asked to **disinfect your hands** prior to entering the Club.
- As you will be queuing outside of the Club, we suggest you bring an umbrella with you in case of inclement weather.
- Once inside the Club, please go to the Reception desk to confirm your booking. **If you are a Member, you will be able to use your membership card to swipe through the self-scan turnstiles as normal.** Please have this ready.
- Please note that only those customers with a booking for an activity will be allowed into the Club. Once that activity has finished, please leave the Club as soon as possible afterwards.
- As usual, you will need to enter your car registration on arrival at the Club for each visit.
- Please follow direction signs throughout the Club, to minimise contact. You will be asked to keep left in all circulation areas such as corridors and stairways. 
- Signage has been installed providing information and instructions to ensure we all remain Covid-secure. Please follow these as directed.

## Reception Area

- A limited amount of studio mats will be on sale at Reception. You will need to provide your own mat for activities that require one.
- Contactless vending machines will be in operation within the reception area.

To maintain social distancing, bookings at Reception will be extremely limited. We encourage you to book online or use the bst app or telephone.

## Changing Facilities

Our changing room facilities will be open for all customers. The only time they will **not** be available will be between the following hours (when children's swimming lessons are taking place):

Monday - Friday 4pm - 6pm

Tuesday 10am - 11:30am

Saturday 9am - 12 noon



- Lockers and showers are now available.
- Limited hairdryers will be available.
- Please minimise your time spent in the changing areas.
- Please remember to sanitise regularly and disinfect lockers and benches when you have finished using them. **Blue paper towels and disinfectant spray have been provided.**
- Please adhere to social distancing measures at all times.
- Face coverings to be worn in changing rooms unless you are exempt from wearing one. 
- Please do not leave items in lockers overnight.

## Swimming

Where possible please come showered and **'beach ready'**.



# Gym



We encourage gym sessions to be booked in advance. Please refer to our website [www.bst.org/Newbury](http://www.bst.org/Newbury) for the individual session times.

- On arrival at Reception, you will be directed to the gym.
- Changing rooms, lockers and showers will be open but we encourage members to arrive ready for your workout where possible.



Sweat towels are allowed for personal use only and cannot be used to clean the equipment after use. Blue Paper towels and disinfectant spray have been provided to clean the equipment after use.

- The gym will be available to book in hourly slots, with 52 places bookable each session. At the end of each session, customers will be asked to leave the gym promptly to allow the Gym Team to carry out a remedial clean before the next booked session.
- Some of the equipment in the gym has been re-arranged or removed from use to help with social distancing. Gym Team members will be happy to provide alternative exercises if a piece of equipment you usually use is not available.
- Please be considerate to other customers and refrain from spending too much time on one piece of equipment.



The Functional area will be limited to **6** customers and the Mat area on the first floor will be limited to **2** customers at any one time. Please be considerate and let others share this area as much as possible, rather than spending your whole hour in this area.

- Spotting for free weights is not permitted unless with a person from the same household or 'support bubble'. Gym Team members will not be able to spot for customers.



**All equipment you use must be disinfected before and after use. Please use the spray and paper towels provided.**



Please remember to bring your own refillable water bottle with you, as the water fountain is bottle fill only.

Water can be purchased from the vending machine within the reception area.



The Move Wellbeing Suite operates on revised opening hours, these are:

Mon to Wed	08:00 – 14:00
Thur to Fri	09:00 – 15:00
Saturday	09:00 – 14:00
Sunday	Closed

The Move Suite will be available to book as before but with a 15-minute gap between each booking to ensure social distancing is maintained. Sessions must be booked in advance.

There will be 6 bookable spaces per session.

All soft seating has been removed.



Please remember to bring your own refillable water bottle with you. Water can also be purchased from Reception in the Club.

**The following areas and activities will need to remain closed at the present time:**

**Fitness Classes  
(including Keiser and Aquafit)**

**Sauna**

This will be reviewed as Government guidance is updated and social distancing allows it.

# Swimming

Where possible please arrive 'beach ready' with your swimming trunks/costume already on underneath your clothes.



- Pool is accessed via the changing room doors directly onto poolside. Please remove outdoor footwear before entering the pool area.
- Following your swim, you're encouraged to shower at home although shower facilities will remain available to rinse off. The 'beach style turn up and swim' approach will minimise time in the changing rooms and help us with the implementation of social distancing, deliver enhanced cleaning measures in this area and maximise the number of swim places available. Please leave the building promptly after your swim.



**Please remember to maintain a 2-metre social distance at all times within the changing rooms and pool area.**



Stay hydrated by bringing your own 'pre-filled' water bottle on to poolside during your swim.

- Water can be purchased from the vending machine in the reception area.
- The swimming pool will be cleared at the end of each session to allow the team to carry out remedial cleaning before the next booked session. You will be asked to vacate the pool into the changing rooms.

# Lane Swimming

- Swim Equipment such as kickboards and pull buoys will not be available for hire. We are happy for you to bring your own swim equipment but please do not share with others.
- Two lanes will be available at all swimming sessions, and marked as 'Slow' and 'Medium' lanes.
- Please swim in a lane appropriate to your swimming ability/speed.
- Please follow the direction of the lane boards and swim in single file. This will help to prevent accidents and ensure participants can maintain a safe social distance.
- Allow faster swimmers to pass you at the end of each length. Move to the edge of the lane and turn your head away.
- If you are continually being passed, please consider moving to a slower lane.
- If using equipment such as kick boards or pull buoys, consider moving to a slower lane temporarily so you do not hinder others swimming full strokes.
- If your lane is busy, then please try and avoid using wide strokes such as butterfly.
- Always try to maintain appropriate social distance between yourself and another swimmer.
- Please be aware that customers of different standards and abilities will be using the pool at the same time. Please respect everyone's right to enjoy their swim.
- Emergency Responders are there for your safety. If they ask you to adhere to the above guidance, please cooperate as directed.

## General Points

- To reduce congestion, please do not arrive more than 5 minutes before your activity starts. Those that arrive too early may be asked to come back nearer their booking time. Importantly, those using the car park (subject to availability) must enter their registration on the parking tablet within 10 minutes.
- Changing facilities will be available for customers with disabilities or additional needs. Please advise Reception on arrival who will be pleased to help.
- Lift - Only one person or one household / 'support bubble' at a time. Please use the stairs where possible to leave the lift free for those customers who most need it.

# Thank You




We appreciate that some things may be very different to how they were before the pandemic. Whilst these changes are required to be able to provide a safe space for you to take part in your activity and for our team members to work, it is only possible with your help. We therefore thank you for your continued support and assistance.

Please note that the guide has been produced to ensure we are compliant with the UK Government's Covid-Secure guidance and in conjunction with advice from national organisations such as Public Health England, ukactive, CIMSPA, Community Leisure UK and individual sport's National Governing Bodies. The guide will be reviewed as advice is updated and amended as required.


Should you have any questions or queries, in the first instance please check our website at [www.mybst.org](http://www.mybst.org) Alternatively, email us at [newburyenquiries@mybst.org](mailto:newburyenquiries@mybst.org)

**#saferhappierhealthier**



Test and Trace

## LET'S HELP STOP THE SPREAD OF CORONAVIRUS

 Scan this QR code with your NHS COVID-19 App to check-in

**DOWNLOAD THE NHS COVID-19 APP**

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