Welcome Back...
Advice and Guidance for all Sports Centre users to protect against COVID-19
Welcome Back!

Since closing all Sports Service facility sites on March 17 2020, we have been busy preparing our return to operations and welcoming back our valued customers.

With the Government’s most recent announcement and approval from the central University, we are pleased to announce that some of the Sports Centre facilities will reopen from Monday 27th July 2020.

This document aims to set out expectations, including what you can expect from us, and what we expect from you. Although there has been much progress made in the battle against COVID-19, there remains a risk and the situation remains changeable.

We have worked hard to put safety measures in place to help protect our staff and users against COVID-19 and it is essential that all guidelines and rules introduced in this document are followed at all times.

If you feel unwell or show any of the symptoms related to COVID-19, you should not visit the Sports Centre under any circumstances.

Key Points

Opening Hours
Initialy, we will be operating reduced opening hours to ensure we can safely provide supervised areas for safe exercising. These hours will be:

Monday 0700 - 1300
Tuesday 1400 - 2000
Wednesday 0700 - 1300
Thursday 1400 - 2000
Friday 1200 - 1800

We will be closed at Weekends.

Session Times
To ensure we do not exceed safe facility capacity, all users must pre book their session via the cam uni sport app. Sessions for using the gym will run at the following times.

Monday & Wednesday
07.00 - 08.15, 08.30 - 09.45,
10.00 - 11.15, 11.30 - 12.45.

Tuesday & Thursday
14.00 - 15.15, 15.30 - 16.45,
17.00 - 18.15, 18.30 - 19.45

Friday
12.00 - 13.15, 13.30 - 14.45 15.00 - 16.15, 16.30 - 17.45

Membership Payments
Direct Debit payments will resume on 1 September 2020.

Membership Freezes
We understand that not everyone will be able to return to the gym straight away. As a result, we have relaxed our policy on Membership freezes, with members able to apply for a membership freeze up to six months in the first instance.

Bookings & Payments
All session bookings will need to be made via the ‘camunisport’ app. For those without access to the app, you can book by calling Reception on 01223 336580.

During our initial phase of reopening, no payments will be taken on site. All payments will need to be completed at the time of booking via the mobile app or on the phone.
Opening Hours - Phase 1
Initially, we will be operating reduced opening hours to ensure we can safely provide supervised areas for safe exercising. These hours will be:

Monday 0700 - 1300
Tuesday 1400 - 2000
Wednesday 0700 - 1300
Thursday 1400 - 2000
Friday 1200 - 1800

We will be closed at weekends.
*We will be open from 07.00 - 13.00 on the 31 August Bank Holiday

Session Times
To ensure we do not exceed safe facility capacity, all users must pre book their session via the cam uni sport app. Sessions for using the facility will run at the following times.

Monday & Wednesday
07.00 - 08.15, 08.30 - 09.45, 10.00 - 11.15, 11.30 - 12.45.

Tuesday & Thursday

Friday
12.00 - 13.15, 13.30 - 14.45 15.00 - 16.15, 16.30 - 17.45.

You must not arrive more than 5 minutes before your scheduled session start time.

There will be marked spaces on the floor to show you where to queue. Although the queue may appear to be long, we expect to admit all users into the facility promptly and appreciate your patience. You will be asked to scan your card when you reach the front of the queue to mark your attendance.

Bookings
To book one of the listed sessions, you will need to use the ‘camunisport’ app.

The bookable spaces will be set into 2 areas. The Fitness Suite/Studio 2, which has the equipment from the previous Fitness Suite set-up, and the Strength & Conditioning Room & Team Training Room, which has the majority of equipment which was previously available in this this area.

Please see the layout of the training areas so you can see where machines/equipment are positioned. This will allow you to plan your workout effectively before you book and attend, making your training session as streamlined as possible.

View Fitness Suite Layout.
View Gym Extension (Studio 2) Layout.

Members will be able to book a session up to 7 days in advance of the session date.

All non-members will be required to make payment at the time of booking via the app.

Any person who fails to show up to their booked session, or cancels with less than 2 hours notice, will be required to pay a £2 dishonour charge. No further sessions will be bookable until this fee is paid.

All members are limited to 1 Gym/S&C session per day and 1 badminton session per day.

Mobile App
To download the app, search ‘camunisport’ in your mobile OS app store. If you do not have access to the mobile app, sessions can be booked by calling Reception on 01223 336580 during our opening hours.

To log in, you will need your Membership ID and Pin. These can be requested by emailing enquiries@sport.cam.ac.uk.

There will be nowhere to store personal belongings whilst using the facility. Please travel light and keep all belongings with you.
Safety Precautions
To ensure safety and compliance with social distancing, we have introduced a few measures which you should familiarise yourself with before arriving.

1. One Way
The route through the building is strictly one way. This should be followed at all times to avoid crossing other users in areas where there isn’t sufficient room to pass. The plan above shows the one way route and it will also be clearly marked with arrows on the floor.

2. Changing Rooms
Changing rooms will be closed until further notice. You should arrive ready to workout.

3. Toilets
There will be access to individual toilet areas. You are asked to sanitise the area before and after use.

3. Water fountains
Water fountains will be available to refill a bottle only.

4. Sanitiser
You will be provided with your own sanitised spray bottle and laundered micro-fibre cloth on arrival. You should keep this with you at all times and clean each piece of equipment before and after use. There will be an area for you to leave your spray and cloth as you exit the building. Please use the hand sanitiser provided via dispensers during your visit.

5. Social Distancing
The equipment and walkways have been arranged in a way that maintains a 2-meter distance between each other at all times. Even those visiting from the same household must maintain a 2-meter gap. Our staff are there to keep you safe and may politely remind you to keep your distance.

6. Facemasks
Facemasks are currently optional.
7. Equipment
We are currently unable to loan out any equipment for use. This includes badminton rackets. Users should bring their own equipment from home.

8. Sweat Towels
On UK Active advice, please do not bring towels with you. We will provide paper to use if required.

9. Cashless
To reduce the exchange of money, the University Sports Centre will be a cashless facility from now on. All payments will need to be made with a card, preferably contactless.

Group Exercise Classes
During the initial phase of reopening, we will be operating a reduced class timetable.

These classes have been chosen because they can be completed in a single space without sharing equipment.

You can book your place on a class using the mobile app up to 7 days in advance.

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<thead>
<tr>
<th>Day</th>
<th>Morning Class</th>
<th>Lunchtime Class</th>
<th>Evening Class</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>7.30am - 8.15am</td>
<td>12.00pm - 12.45pm</td>
<td>5.30pm - 6.25pm</td>
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<tr>
<td>Monday</td>
<td>Pilates</td>
<td>Studio Cycling</td>
<td></td>
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<tr>
<td>Tuesday</td>
<td></td>
<td></td>
<td>Body Pump</td>
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<td>Wednesday</td>
<td>Studio Cycling</td>
<td>Yoga</td>
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<td>Thursday</td>
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<tr>
<td>Friday</td>
<td></td>
<td></td>
<td>Body Pump</td>
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</tbody>
</table>

We understand that an extension applied immediately may not be suitable for everyone. As a result, if you wish to defer your membership extension to make use of that time at a later date, please email your request to enquiries@sport.cam.ac.uk or visit sport.cam.ac.uk/freeze

We have relaxed our membership terms & conditions to allow all users to apply for a membership freeze. This freeze is currently set to a maximum of 6 months but will be kept under review.

Don’t forget, if you freeze your membership, no payments will be taken and your access will be suspended. However, you will be able to restart your membership without paying another joining fee.

If you do wish to cancel your membership, please complete the form at sport.cam.ac.uk/cancel - you will be required to give 30 day’s notice as per our membership terms & conditions.

We will not be providing Yoga or Pilates mats for these sessions. Please bring your own.

Lockers will not be available and you must keep your personal items with you at all times within your designated area.

Memberships
Although the facility will open on Monday 27th July, your Direct Debit payment will not restart until September.

We want to give you this time at no cost as we understand the new operation will take some getting used to, not only for you, but for us also. We accept it may take a little while to get up to speed but we are confident we will be providing the excellent service you expect from us very quickly.

For members who have paid in full, we will be extending your memberships by 167 days automatically. That’s 132 days of closure plus the rest of July and August for free.

On arrival, the class instructor will assign you a physical space in the class, marked clearly. Unfortunately, you won’t be able to choose your space to be close to friends or at the front of the class due to the very specific way participants will be allocated their space to maintain social distancing.

Please wipe down your equipment before and after class.

We will provide Studio Cycling bikes and Body Pump sets as both can be cleaned easily.
**Payments**
We will be using this opportunity to make our facility cashless going forward. You will need to pay for any activities in advance via the mobile app, or in the Sports Centre using a card.

**Lost Property**
As it is essential we reduce the risk of spreading Covid-19, we will no longer be keeping any lost property. To reduce the risk of losing an item, please bring as little with you to the gym as possible and remember to take all items home.

**You must exit the premises promptly after your visit via the designated exit only.**

We want to thank you for your patience and cooperation. We are delighted to welcome you back to the facility, and with your continued help, contain the spread of COVID-19, enabling a safe environment for all users and staff.

All updates and changes to the operation of the building will be sent to you via email and available to view on our website - sport.cam.ac.uk/coronavirus

If you have returned from a destination listed on the government’s quarantine list, please follow the guidelines regarding self-isolation and do not visit our facilities.

**Government Track & Trace**
We keep a record of all users who access the facility via our membership system. We may need to pass on your contact information to the NHS for the purpose of Track & Trace.
https://www.cam.ac.uk/about-this-site/privacy-policy

If you have any questions regarding the information in this document, please email enquiries@sport.cam.ac.uk