

QUESTION	ANSWER
When does the The Sports Club re-open?	Monday 3 August. The usual opening times leaflet will be published soon. The Swimming Pool opening date is also Monday 3 August.
When I come to the club, what do I need to do to help prevent any spread of C-19?	1. Wash your hands often, especially on arrival and departure. 2. Keep your distance (2m). 3. Sanitize and kit or surfaces you any touch. 4. Adhere to the club's C-19 guidelines.
What steps must I take if I have recently visited the club and then develop COVID-19 symptoms?	Please email <a href="mailto:sportsclub@dulwich.org.uk">sportsclub@dulwich.org.uk</a> . Giving your name, membership number, and details of the dates, times and activities you attended.
How does the Government Test & Trace programme affect me?	Anyone with symptoms must inform Test & Trace and they will then need to obtain details of other people who may have been infected.
Any modifications to the entrance/exit routes?	Only for the Swimming Pool, enter via the glass doors, exit via the fire exits on poolside.
Any changes to parking arrangements?	Not for the time being.
Will Changing Rooms be in use?	Only as toilets. Please come changed for your activity and shower at home. For swimming please change on pool side (much as you would do on a beach).
Will you provide plenty of hand sanitising stations and cleaning equipment?	Yes. There will be a number of extra pop-up facilities.
What else has the club done to maximise member's and staff safety?	Reception will be screened, new bookings systems added, 3 "touch point" cleans per day by the Cleaning Team, keep left signs, etc.
What if I am vulnerable or do not yet feel ready to resume visiting the club?	You may suspend your membership for up to 6 months in a year by emailing <a href="mailto:wallace-vorbergc@dulwich.org.uk">wallace-vorbergc@dulwich.org.uk</a> (1 month notice)
What is happening about the period from 17-31 March for which I have paid but were not able to use due to the closedown?	The August fees have been reduced by 50%. They will be collected on 3 August.
I registered for Tennis during the summer. If I suspend my membership, may I continue booking just Tennis?	Sorry, no. From 3 August you will need a current membership.
Are all activities restarting on Monday 3 August?	Not all. Please see the Covid-19 Safety page on the website for full details.
When will the Swimming Pool re-open?	Monday 3 August. We will have completed the missed 4 months of Lifeguard training & pool water checks.
Am I permitted to wear a face covering?	Yes, but it is not mandatory while exercising at the current time.
Why do I temporarily need to book a time slot for the Swimming Pool, Fitness Suite & Free Weights Room?	In order that we can control user numbers to a safe limit, enabling 2m social distancing.
I do not have an online booking password, how do I obtain one?	Please email <a href="mailto:sportsclub@dulwich.org.uk">sportsclub@dulwich.org.uk</a> . (Please do not request this at Reception to avoid congestion.)

If I need to speak to Reception and somebody is already there, where must I queue?	Please queue on the entrance side of the turnstiles observing 2m distancing.
Why are you only allowing online or telephone booking for activities for the time being?	This is to minimise the need for you to visit Reception, which is a potential congestion point.
Has the club produced a C-19 Secure Risk Assessment?	Yes, all 160+ items of it derived from Government guidelines. We are as ready as we can be. But we need your help and cooperation.
Have the club associates (hirers, therapists and personal trainers) carried out their own C-19 Risk Assessments?	They will all prepare and submit these prior to resuming their activities.
Why have some items of equipment been closed or temporarily removed from use?	Unfortunately, this is essential to maintain safe distancing. Where possible & helpful we will alternate what equipment is closed.
When exercise and cycling studio classes resume on 1 September, will I need to book in advance?	For cycling and busy classes yes, possibly for all classes.
How do I produce my own online booking password?	Via the Online Booking "Registered without Password" routine. Please email <a href="mailto:sportsclub@dulwich.org.uk">sportsclub@dulwich.org.uk</a> if you need to book for yourself and dependants so we can set up a family group.
Are there going to be reduced numbers in the club in all areas or just some?	All activities are now bookable so this will result in a safe number of customers in the Sports Centre. Indoor regular hirers will not restart until September at the earliest (subject to a safe risk assessment)
Are the Squash Courts going to be open?	Yes, but please play within your bubble or play the game of "Sides".
What about the classes that operate sometimes during the holidays (that the Instructors arrange) will these happen?	Online classes only, please speak with your instructor.
Will the bathroom facilities be wiped down periodically during the club's opening hours?	Yes, but we need everyone's help to sanitise after every use please.
May I still bring guests?	Yes. They must register on arrival as usual and we will keep a list of attendances for Test & Trace compliance.
Is it ok to bring my workout/sweat towel as usual?	No. Please cease using these for the time being. Use the paper roll provided.
The Fitness team normally 'spot' my bench presses and other exercises, can this continue?	Sorry, no. You may need to use smaller weights or stick to the racks for the time being.
It has been wonderful to have use of the College playing fields through the lockdown. When will that cease?	10 August. Unauthorised group and commercial activity should cease immediately as this was never authorised.
Will you continue to store lost property?	Sorry no, except for obviously valuable smaller items which will be bagged up.
Will the locking of the Tennis courts continue.	Yes please, for the time being at least.
IF YOU HAVE ANY OTHER QUESTIONS PLEASE EMAIL <a href="mailto:SPORTSCLUB@DULWICH.ORG.UK">SPORTSCLUB@DULWICH.ORG.UK</a>	