

## Members FAQ

## Version 3 (2/8/20)

DATE ADDED	QUESTION	ANSWER
29/07/2020	When does the The Sports Club re-open?	Monday 12 April The usual opening times leaflet will be published soon. The Swimming Pool opening date is also Monday 12 April
29/07/2020	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.
29/07/2020	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.
29/07/2020	How does the Government Track & Trace programme affect me?	Please scan the QR code on arrival to register for Track & Trace.
29/07/2020	Any modifications to the entrance/exit routes?	Only for the Swimming Pool, enter via the glass doors, exit via the fire exits on poolside.
29/07/2020	Any changes to parking arrangements?	Not for the time being.
29/07/2020	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).
29/07/2020	Will you provide plenty of hand sanitising stations and cleaning equipment?	Yes. There are a number of extra pop-up facilities.
29/07/2020	What else has the club done to maximise member's and staff safety?	Reception is screened, new bookings systems added, 3 "touch point" cleans per day by the Cleaning Team, keep left signs, etc.
29/07/2020	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 Carol: <a href="mailto:wallace-vorbergc@dulwich.org.uk">wallace-vorbergc@dulwich.org.uk</a> (1 month notice)
29/07/2020	What is happening about the period from 20-31 December for which I have paid but were not able to use due to the closedown?	The April fees will be adjusted to credit you for that period.
29/07/2020	Are all activities restarting on Monday 12 April	Not all. Tennis is 29 March and classes 17 May. Please see the Covid-19 Safety page on the website for full details.
29/07/2020	Am I required to wear a face covering?	Yes, it is not mandatory except while exercising at the current time.
29/07/2020	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.
29/07/2020	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.)
29/07/2020	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.
29/07/2020	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.
29/07/2020	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.
29/07/2020	Have the club associates (hirers, therapists and personal trainers) carried out their own C-19 Risk Assessments?	Yes.
29/07/2020	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.
29/07/2020	When exercise and cycling studio classes resume on 17 May, will I need to book in advance?	Yes. Hopefully this will cease from 21 June.
29/07/2020	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.
29/07/2020	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.
29/07/2020	Are the Squash Courts going to be open?	Yes from 12 April, but please play within your bubble or play the game of "Sides".
29/07/2020	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.
29/07/2020	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.
29/07/2020	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.
29/07/2020	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.
29/07/2020	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.
29/07/2020	Will you continue to store lost property?	Sorry no, except for obviously valuable smaller items which will be bagged up.
02/08/2020	Any changes to swimming lane arrangements?	Yes. In all sessions (except Family Swim), the pool will be divided into 3 equal 2-lane sections. Please follow the signage indicating lane use. Straight line swimming is not possible for the time being.
02/08/2020	May I swim any stroke as usual?	No. Please avoid Backstroke and Butterfly, which Swim England advise are higher risk than Crawl or Breaststroke
02/08/2020	Are the lockers remaining operational?	Yes. We will issue keys from different zones in sequence. The Receptionist will pass the key in its deposit box. Take the key and insert your deposit (credit card, car keys etc).
02/08/2020	What are you doing about recording the visit of parents who bring children to activities?	Hirer clubs will be required to record names and contact details of all persons entering the club, together with time and date, for Test & Trace purposes.
02/08/2020	Any changes to Fitness Inductions?	We are working on a PAR-Q form that can be filled in online and brought along to save time and minimise paper exchange.
02/08/2020	Where have all the information leaflets gone?	They have been removed to eliminate the risk of transmission via paper. Everything can be downloaded from the website.
	IF YOU HAVE ANY OTHER QUESTIONS PLEASE EMAIL <a href="mailto:sportsclub@dulwich.org.uk">SPORTSCLUB@DULWICH.ORG.UK</a>	