



EXCELLENCE IN SPORT

11 September 2020



FACILITY UPDATE

ST LUKE'S UPDATE

Welcome back!

We are delighted to confirm that St Lukes Sports Centre will reopen on Monday 14th September, for pre booked activity.

There is now a one way system through the building, with customers entering through the main entrance (by Baring Court) and then exiting out towards the Medical School.

Changing rooms will not be available at this time, whilst we adjust our processes, with the exception of lane swimming sessions. We will continue to review this as we settle back into activity.

All users are requested to arrive and leave promptly for their sessions, please arrive no more than 5 minutes ahead of your session.



HOW TO BOOK

All activities in the centre, must be prebooked to manage numbers within the building at any one time.

Customers can pre book for lane swimming, classes and gym use by following the link below:

<https://sportonline.exeter.ac.uk/ExeterOnlineBookings/>

Unfortunately, at this time we are unable to accept casual bookings.



SWIMMING LESSONS

Our swimming lesson programme will restart on Monday 21st September. All customers will be contacted in advance to confirm their child's class and time. Please bear with us whilst we contact you, as I am sure you can appreciate this is a difficult task and we are doing everything we can to support customer requests, however we may not be able to support your requests as soon as we reopen. However, once we are clear on numbers in classes more changes will be possible.

Some classes have changed times, in order to manage pool numbers and support social distancing, so please check the information we confirm to you, when it is received.

Due to reduced capacities, we have had to review our spectator policy and we appreciate this is a significant change and hope you are able to support us.



Swimming Lesson Golden Rules

- *All swimmers to arrive and leave beach ready*
- *Please scan in on entry to the building, using the QR code on display*
- *Only one parent / carer per child for Stages 2 and below will be allowed poolside, spectators must wear face coverings*
- *Each swimming group will have an area on poolside to meet and leave their towelling robe / beach wear. Children will then be escorted back out of the double doors and into reception for you to collect.*
- *A one way system now operates around the pool hall*
- *No changing rooms will be available, only toilets during the lessons.*
- *Swimmers need to come with hats and goggles fitted, teachers will not be able to assist*

- *Parents will be asked to assist with fitting buoyancy aids, if needed*
- *All users are asked to follow good hand hygiene before entering the pool hall*
- *Designated meeting points are in place around the pool hall for each swimming lesson*
- *Please arrive no more than 5 minutes prior to your session and leave the pool hall promptly, to allow us to prepare the pool ready for the next user group.*
- *Please do not loiter around the building, as this reduces the capacity for other users of the centre. Dwell marquees in the quad and cross keys are available for parents / carers.*
- *Each swimmer will use one set of equipment for the duration of the lesson, sharing of equipment will not be allowed.*
- *The pool deck, touch points and all equipment will be sanitised between each session, to enable us to do this and to keep to lesson timings currently we will be running 20 minute lessons in the water, with the half hour enabling children to enter and exit safely from the pool hall.*
- *Any queries will be dealt with at reception by a member of staff, not by the swimming teacher. This may mean taking your details and having further conversations over the telephone.*

STRONGER TOGETHER

In order to comply with Track and Trace requirements all users will be required to sign in to the building using the QR codes displayed on entry. Please support us by completing this every time you arrive.

University of Exeter Sport has in place a customer charter, which outlines our commitment to keeping you safe and our expectations of you as a customer, please do [read this here.](#)

Spectators in the sports hall are not allowed at this current time.

By working together, we are pleased to be able to reopen St Lukes.



EVENTS

St Luke's to reopen Monday 14 September

Contact the Sports Park on 01392 724452 or email sportsadmin@exeter.ac.uk



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