

EXCELLENCE IN SPORT Closure Update



CUSTOMER UPDATE

Dear Member

We hope you are keeping safe and well and we thank you for your continued patience during these difficult times. We thought we would contact you to provide some very exciting news! We are currently working through our complex operational changes for the safety of you and our staff and we are pleased to announce a phased reopening.

Following the government announcement on the 9th July, we are pleased to inform you that within phase one we will be opening the Russell Seal Fitness Centre on the Streatham Campus on Monday 10th August. We will be operating a strict booking system for the gym, you will need to book online prior to attending and the numbers for each session will be limited. However, there will be several sessions per day to give you all the chance to book a slot – more information will follow shortly along with our opening hours.

To ensure you still have a great experience whilst maintaining safe distancing, we have utilised the space in the Indoor Tennis Centre and moved some equipment from the Russell Seal Fitness Centre to create larger training spaces. We will be providing a video walk around soon and more images to give you a sneak preview – we are excited by the changes!

As a current public member, you will be aware that your direct debit has been suspended during lockdown. As a thank you for being such a loyal member and for your continued patience we are pleased to say that we will not start your payments again until 25th September. This means you will be able to use the gym in August and September as a good will gesture! We will restart payment from the 25th September and we will provide you with a

15% monthly discount off the full price until the 25th December. We understand that some of you may be nervous about returning or may not want to return to using a gym quite yet, this is perfectly understandable, and you must only return when you are comfortable. If this is the case, please let us know and we will happily extend the freeze until 25th December.

Do want some more great news? We have listened to some fabulous customer feedback and we are bringing back the inclusive membership. Anyone on the inclusive membership will be able remain for the foreseeable future and we would be delighted to convert anyone's membership. Just in case you are not sure, the Inclusive membership offers access to our gyms, fitness classes, swimming, badminton, squash and outdoor tennis! We are reviewing our prices and we will communicate these soon.

We also wanted to share with you the principles that we will be working to when you return - follow the link below to the pdf on the right handside of the page:

Covid-19 **[Safety principles](#)**

In the meantime we continue to provide online fitness information through our Facebook group. **<https://www.facebook.com/groups/503479397209559/>**

Please also keep an eye on our specific COVID section on our website where all updates and information will be provided. **<http://sport.exeter.ac.uk/about/covid-19/>**

Thank you for your patience during this time and we look forward to welcoming you back to our facilities soon. If you have any questions, please email **sportsadmin@exeter.ac.uk**

Yours

University of Exeter Sports Office

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FOR FURTHER INFORMATION:

Contact the Sports Park on 01392 724452

