

EXCELLENCE IN SPORT

24 August 2020



RE-OPENING PLANNING

THANKS!

We look forward to welcoming you back!

Thank you all for your patience in bearing with us in our plans to reopen our facilities. We are very excited to soon see you back at St Lukes.



PHASED RE-OPENING PLAN

Working through best practice

We are working to Industry guidance and best practise to ensure we reopen St Lukes as safely as possible for you. We have reopened the Russell Seal gym at Streatham Sports Park and this has allowed us to test our processes and systems. We are working extremely hard behind the scenes with the aim to reopen St Lukes by mid September. We will of course confirm the exact dates with you as soon as possible.



LESSON RESTART PLANNING

Reviewing latest guidelines

We are working to all Swim England guidance to ensure our swimming lessons are safe and of the highest quality. This involves us reviewing our full lesson programme and we may need to change some lesson timings to ensure we manage both numbers within the water, flow through the building and capacities within changing rooms. As with many leisure centres we will be asking customers to come 'beach ready' and for only one adult to accompany children. We are finalising our spectator policy, but safety will remain paramount and it may be that we are unable to provide spectating during lessons.



PAYMENT RESTART

Remaining Frozen

You are a valuable customer and we thank you for staying with University of Exeter for your swimming lessons. All memberships remain frozen and payments will not restart until we recommence lessons. Once this date is confirmed payments will restart on the 25th of the month to ensure you don't miss out (as payments were froze on the 24th March).



MOVE OR CHANGE?

Let us know!

If you know now you need to move your time or day for your lessons, please do let us know so we can do our utmost to accommodate this within our plans. Please do bear with us, as we may not be able to fulfil all requests.

Please drop a line to **Sports Admin** if this is the case.

At this stage our priority is to accommodate all children within our programme, we are not able to accept new children into our programme at this time.



CANCELLING LESSONS

Review your day and time

If you are considering leaving, have you considered all the options?

- Have you thought about changing the time and day of your lesson?
- Have you thought about changing to one to one lessons?

If you want to discuss cancelling please contact please email [Sports Admin](mailto:sportsadmin@exeter.ac.uk).



PAID UP FRONT FOR 1:1 OR 2:1?

Look to re-book

We are reviewing all customers who had paid upfront for 1:1 or 2:1 lessons these will be rebooked for you within our lesson planning.



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

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