



EXCELLENCE IN SPORT

05 August 2020



WELCOME BACK!

Great news!

We will be opening the doors to the updated Russell Seal Fitness Centre at the Sports Park on Monday 10 August, we can't wait to show you what we have done and to welcome you back!

An online video, to show you what the facility looks like and the changes we have put in place will be available [online](#) very soon. Please do take the time to view this, it is essential that we work together to ensure you and us are as safe as possible within the facility.

We very much look forward to seeing you soon. Please keep an eye on our [Covid-19 site](#) for the latest information where you will also find our Covid-19 Safety Principles.



RS GYM CHANGES

Changes & surprises

You will have noticed that some of the equipment is in the Indoor Tennis Centre! Yes that's right, we have expanded to ensure that you have a spacious safe distanced training experience and you don't lose out on missing equipment or permanently reduced numbers. Studio 1 is also available and marked out with equipment for gym users. We have worked hard to ensure that your gym experience is as great as ever!

As you pass through the Facial Recognition access control you now enter the gym! You can access the equipment in the Tennis Centre through the door at the end of the corridor on the ground floor (following one-way signs up through the gym).

Some equipment will be limited in use due to proximity to other users, please see the signs within the facility. Some areas have restricted numbers, please ensure these are adhered to. Equipment is more spaced out and we have lots of screens and banners, please do not move these as they are there for your safety.

We are taking a flexible approach to the equipment location, so please do let us know what you think!



GYM SESSIONS

How to book and attend

- You will now need to book a gym session at the Sports Park using our **online portal**.
- The portal will be open on Wednesday 5 August
- The sessions are at predefined days and times and will be reviewed each week depending on demand.
- You can book up to 6 sessions a week.
- You can book up to 7 days in advance
- If you can't attend you must cancel your session using the online portal or give the reception team a call. This is so we are fair to all customers and give everyone the opportunity to attend.
- If you fail to turn up to a session we will firstly alert you to a missed session, second missed session and we will advise on the action we will take, after the third missed session we reserve the right to restrict you from booking for 1 week.

Please contact **sportsadmin@exeter.ac.uk** if you are not sure on how to use the online bookings system.



RS GYM SESSION TIMES

Safe training times

We will be open from 10 August to 30 August on the following session times (excluding Friday 28 August)

Monday, Tuesday, Thursday, Friday, Saturday. We will be closed on Wednesday and Sunday.

07:00 - 08:00

08:30 - 09:30

10:00 - 11:00

16:00 - 17:00

17:30 - 18:30

19:00 - 20:00

There is a 30 minute gap between each session for the gym to be cleaned and a larger gap during the day for a deeper clean.



HOW TO ATTEND THE GYM

Book online & attend in person!

Follow this simple checklist!

- **Book online**

- Attend ready to train as the changing rooms will be closed
- Queue outside in the designated area until called in by a member of staff. Please ensure you arrive in good time to allow for queuing and entry. If you arrive late we may not be able to permit entry.
- Only bring a small drawstring bag (if you need to bring a bag) and ensure this is with you at all times.
- Move promptly between equipment, be respectful to other users.
- Wipe everything down that you use immediately with the sprays and wipes / paper available not your own towels.
- Promptly leave the gym at the end of the session
- Be prepared to shower and change elsewhere as our changing rooms will remain closed until further notice.
- Book another slot!
- Give us your feedback! Speak to a member of staff, email sportsadmin@exeter.ac.uk or visit our **[feedback page online](#)**.

It is important that you do not attend if you are feeling unwell.



CUSTOMER CHARTER

Expectations and behaviours

We are following Government, Industry and University guidelines for the safety of both our customers and staff. Our staff are receiving extra training on Covid-safe cleaning and completing University and Industry Covid-safe working places training. It is imperative that we work together for not only your safety but also the safety of our staff.

We are stronger together.

Please read and ensure you understand your commitment to using the facilities by reading the Customer Charter which will be available very soon on our [website](#) along with our new Gym Video.

MEMBERSHIPS FOR YEAR AHEAD

01/08/20 - 31/07/21

Many thanks for remaining as a member with us, here's a reminder of our plans to look after our staff:

- Payments won't restart until end September payroll, or 25th September (dd)
- If you have paid in full we will add the months between closure and end of September to the end of your membership
- if you don't feel ready to return quite yet or you don't feel you will be able to use your membership (working from home) we will extend the freeze for free until end of December plus give you a free Sports Pass for the occasional use of facilities at the discounted members rate.
- Monthly members (salary / DD) will receive 33% off your fees until the end of December
- If you have paid in full in the period of September to December we will add another 4 months (33%).
- If you have Gym or Inclusive membership you will remain on this platform until further notice
- We are bringing back Inclusive membership @ £31.09 per month by salary or £34 per month (dd) (gyms, classes, squash, badminton, swimming)

If you would like advice or would like to extend your freeze or for any other membership issues please email sportsadmin@exeter.ac.uk

RE-OPENING PLAN

Timeline for other facilities and services

Phase 1 - Target Monday 10 August

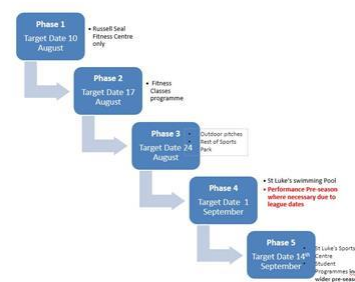
Opening of the Russell Seal Fitness Centre at the Sports Park

Phase 2 - Target Monday 17 August

Adding limited number of fitness classes at the Sports Park



GREAT OFFERS!



Phase 3 - Target Monday 24 August
Outdoor pitches and the remaining facilities at the Sports Park

Phase 4 - Target Tuesday 1 September
St Luke's Swimming Pool. Limited Student Sport pre-season where necessary (Athletic Union to confirm and communicate - invite only)

Phase 5 - Target Monday 14 September
St Luke's Sports Centre. Student Sports Programme.

These are all flexible and subject to Government, Industry and University guidelines.

WHAT DO YOU DO IF YOU FEEL UNWELL?

Track, trace and monitor

Do not attend the gym if you feel unwell. Follow the NHS guidelines if you do feel unwell and report to the University and sportsadmin@exeter.ac.uk immediately if they are Covid related or you have a positive test.

We will be tracking all our members using the gym and facilities and will follow University, Industry and Government advice.



WE ARE STILL ONLINE!

Physically distanced but socially connected

We will 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



EVENTS

Wednesday 5 August - Booking open online for RS Gym
Monday 10 August - RS gym opens at the Sports Park

FOR FURTHER INFORMATION:

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



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