

EXCELLENCE IN SPORT

October 2020



MEMBERS UPDATE

NON-ATTENDANCE: HELP US TO HELP YOU!

New Rules coming on Monday 5 October 2020

Whilst it is great to see so many people using the gym facilities we are aware that we currently have a non-attendance rate of approximately 21% in the gym sessions at the Sports Park. The result of this is that you are often finding it difficult to book spaces, yet we had capacity. It is essential we work together to reduce the non-attendance rate to free spaces up and be fair to all members.

We understand that situations change and there are valid reasons for not attending sessions but please ensure you contact us at least 1 hour in advance of the start of your booked session:

- Call the Sports Park on 01392 724552 or St Luke's Sports Centre on 01392 724940
- Email exetersport@exeter.ac.uk or sportsadmin@exeter.ac.uk with subject header of Gym Session cancellations
- Cancel your session using the online bookings system

To ensure we are being fair to all our members we will be implementing these rules from Monday 5 October at both the Sports Park and St Luke's Sports Centre.

3 strike rule. If you don't attend three sessions in a rolling 14-day period without informing us at least 1 hour prior to your booking we will suspend your membership for 1 week.



1. 1st missed session: reminder email that you missed a session
2. 2nd missed session: reminder that this is your second missed session and the consequences of one more missed session.
3. 3rd missed session: you will be informed that your membership is suspended for a week

We thank you for your support with this and hopefully we can work together and help you all access the gyms more often at the times you want without any suspended memberships.

GYM MAXIMUM CAPACITY

Increasing the RS Gym capacity

We are being very careful to ensure we are following Government, Industry and University guidelines to provide a Covid-safe facility. Following feedback on how much you all want to use the gym you will be pleased that we have increased the capacity of the RS gym at the Sports Park to 75 (from 60). This 75 maximum per session is still way below our Covid-safe limit, over the coming weeks we will review how effectively we can manage these increased numbers to keep you and our staff safe.

We review our operations each week and are working as hard as we can to not only provide a great experience but also to provide a Covid-safe facility, please support us by following the social distancing rules and regulations. The gaps between each session allow us to clean down the gym, with additional cleaning overnight including using *fogging machines*.

At this stage we are unable to increase the capacity of the gym at St Luke's Sports Centre, this will be reviewed as we progress through the term.

If we work together to decrease non-attendance of sessions and follow Covid-safe guidelines we will continue to review the maximum numbers in the facility.

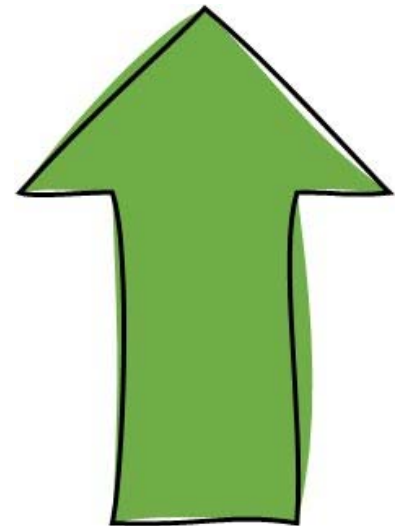
ONLINE BOOKINGS ISSUES

System improvements

We thank you for your patience whilst we implement new systems to manage the major operational changes we have had to implement. We are aware some customers have experienced issues using the online bookings system, we have been in discussions with our software provider to resolve the problems. We are working with new processes and adapting systems and we thank you for your patience whilst we move through these improvements.

Please continue to book online but if you experience problems please also use one of the following options and we will endeavour to respond as quick as we can.

- Call the Sports Park on 01392 724452



- Call St Luke's Sports Centre on 01392 724940
- Email exetersport@exeter.ac.uk or sportsadmin@exeter.ac.uk

COVID-SAFE RULES

Please adhere to the rules

The operational changes we have implemented follow Government, Industry and University guidelines to provide a Covid-safe facility for you and our staff. It is also our aim to provide a great experience, but we do ask for your support to achieve this.

- Please ensure you follow all social distancing measures when queuing outside. When using the facilities, it doesn't matter if you come from the same household, we ask for everyone to respect and follow the rules in place
- Please ensure you follow the safe training distances when in the facilities as these are the guidelines that allow us to operate!
- Please ensure you wipe down and return all equipment after use. This really helps us to keep the facility Covid-safe
- Please ensure you don't attend the facility if you feel unwell and that you follow NHS advice (and University processes if you are a student or staff member) regarding Coronavirus symptoms.
- Please ensure you always wear a mask until you enter the gym.
- When talking to the reception team please ensure you stay behind the screen. We appreciate it is not easy to hear sometimes (as staff we experience the same problem!) but it is important not to lean around the screen.
- Ensure you wash your hands on the way in
- Please don't bring large bags into the gym, only small bags are allowed
- Please respect other users regarding how long you spend on equipment

If we work together we can provide a Covid-safe environment and remain operational.

IMPROVEMENTS AND FEEDBACK

On-going!

We are constantly reviewing our options and listening to great customer feedback! Our priority is to provide a Covid-safe environment and a great experience for everyone which is not always easy with changing regulations. Here are some examples of feedback and actions we have taken.

Can we increase the capacity of the gym sessions?



We have now done so at the Sports Park. This places greater pressure on the operations team to manage the facility and clean between sessions.

Can we open the ADC in the evenings to increase capacity?

We need to ensure this facility is kept Covid-safe for our High-Performance Training, but this is an idea that we are discussing. It will also place greater pressure on staffing resources when the operational changes currently implemented are more staff intensive.

Can we book the weights room separately?

This is something that we have discussed. This will come with significant access difficulties as we need to provide a one-way flow through the gym, and we would then have to manage and control separate access and bookings.

I can't book a session, but friends tell me that there are lots of spaces.

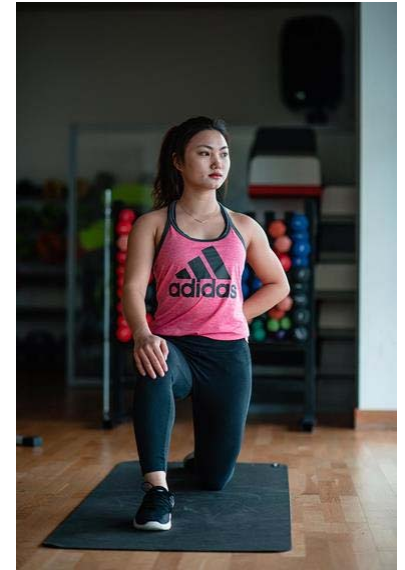
This is linked to the non-attendance improvements we are implementing.

When will the changing rooms open?

This is a continuous debate but unfortunately with the current guidelines we will be keeping the changing rooms in the RS Gym and at St Luke's Sports Centre closed.

I can't book online, the system tells me i have used my allocation.

We are working with our software provider to resolve these issues, please contact us to book directly if you are having problems.



FITNESS CLASSES

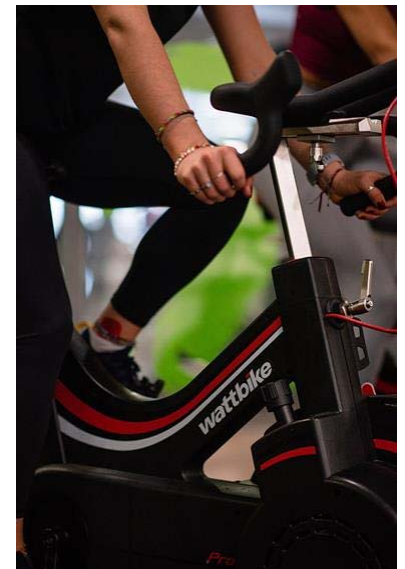
Book online

Whilst we work to expand our classes programme please look out for changes in venues and times to what you might expect. We are working on the timetable to add classes throughout the term.

Please check our [website](#) / social media / [online booking portal](#) for the latest class timetable.

Classes at the Sports Park will mainly take place on the Indoor Tennis Courts, please follow access signs and the directions of staff and ensure you abide by the one-way systems in place. Changing rooms will remain closed at this time so please come ready and be prepared to shower/change elsewhere.

It is essential that you book in advance as you may be refused entry and we do expect longer than normal queues at the reception areas. Please also ensure you cancel your places if you know you can't attend.



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EVENTS

BLEED GREEN student sports events start soon!

FOR FURTHER INFORMATION:

Contact the Sports Park on 01392 724452



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