

MEMBERS UPDATE

GYM MAXIMUM CAPACITY

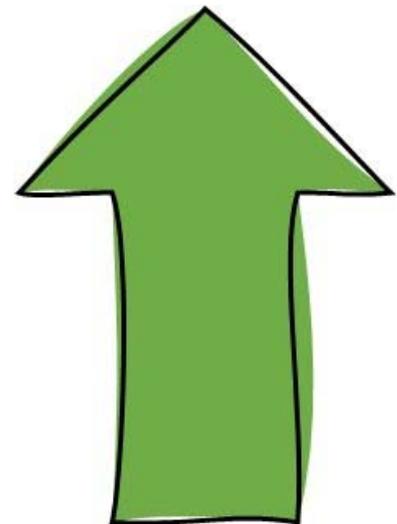
Increasing the RS Gym capacity - again!

Great news!

The feedback recieved from our operations, gym and reception teams has been really positive, along with confirmation that our operational processes are effective - so from Monday 2 November we will be increasing the capacity of the RS Gym at the Sports Park to 90 per session.

We continuously review our operations and are working hard to not only provide a great experience but also to provide a Covid-secure 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.

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 can continue to review the maximum numbers in the facilities.



NON-ATTENDANCE: THANK YOU!

Reduced non-attendance and more space!

We are very pleased to let you know that the non-attendance has reduced to around 12% from 21% which is fantastic. We have also seen an increase in bookings and less customers frustrated at not being able to book preferred training slots. Thank you all for your support, let's keep improving this and get the figure below 10%.

Don't forget to cancel gym sessions you can't attend:

- 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

Thanks!



MOVE FOR MOVEMBER, WITH UNIVERSITY OF EXETER SPORT

This November, University of Exeter are running a virtual exercise health and wellness programme for its Exeter Community.

Based online, the wellbeing programme encourages staff, students and community members to participate in fitness sessions, to support you to achieve your well-being and fitness goals. The sessions for November are FREE with all donations going to Movember.

Movember is a charity that looks at mental health and focuses on prevention, early intervention and health promotion. They're working towards a world where people take action to be mentally well, and are supported by those around them.

There is a weekly timetable starting 2nd November 2020, which can be found [here](#) and booked by clicking the online gym classes button on the right hand side (note that bookings are quicker via google chrome).



SWIM SESSIONS

Reviewing what we can offer

It is fantastic that the Swim Sessions have been hugely popular but we appreciate that the timings and availability are not the same as they were and they book up really quick. We are reviewing pool bookings, staffing and timings to see if we can offer more sessions throughout the week. Please



ensure you cancel your booking if you can't make it to free the slot up for others.

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, and we thank you for helping to provide a covid-secure facility.

- 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-secure environment and a great experience for everyone.

Can we further increase the capacity of the gym sessions?

From 2 November the Sports Park RS Gym will increase to 90 and we will continue to review this.



There are often spaces in the gym when the session says it is full.

As we continue to decrease the non-attendance this should become less of a problem. Also please be aware that not all booked persons arrive at the start time - some customers book sessions to coincide with lunchbreaks and availability.

I've received reminder emails about missing sessions, but i did attend!

If you use the KIOSKS please ensure that you fully sign-in to the gym sessions - and make sure you click CHECKOUT. We have reviewed and tweaked some of the system processes and if we ensure that everytime you attend you fully sign in with our changes we should minimise these issues. Thanks for sticking with us whilst we implment this new system which is to ensure you can book the slots you want!

Can we book the weights room separately?

We are reviewing the possibility of using the ADC and how we can monitor the numbers within the weights room.

When can i book badminton, squash, tennis?

We can confirm that we are planning a to fully reopen facilities for member bookings from January 2021.



FITNESS CLASSES

Expanding the programme

Please check our [website](#) / social media / [online booking portal](#) for the latest class timetable. We are continuously reviewing the opportunity to safely add classes to the programme and we now have classes at St Luke's Sports Centre.

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.



TENNIS CENTRE

Congratulations to The University of Exeter Tennis Centre for gaining their LTA Coach Development Centre Status.



The selections follow a rigorous three-month tender process, involving the submission of written applications and interviews, and with the support of sports sector qualifications specialist 1st4sport Qualifications, an awarding body recognised and regulated by Ofqual. CDCs were assessed against 30 published criteria across five areas as part of an evidence-based process, with 1st4sport Qualifications scoring applications independently alongside the LTA's expert panel to help ensure fairness and transparency.

The published criteria for the tender process covered the following five areas:

- 1. An outstanding track record in grass roots programme and player development at the primary (hub) venue**
- 2. Quality leadership, people and coach developers**
- 3. Culture, vision and mission alignment with the LTA**
- 4. Best in class facilities that provide inspirational environments for coach education**
- 5. Robust business and financial health**

For more information click [here](#)

SOCIAL MEDIA

Follow us

Facebook - [University of Exeter Sport](#)

Twitter - [UofExeterSport](#)

Instagram - [UniOfExeHealthandFitness](#)

EVENTS

BLEED GREEN student sports events start soon!

FOR FURTHER INFORMATION:

Contact the Sports Park on 01392 724452



EXCELLENCE IN SPORT