



EXCELLENCE IN SPORT

Closure Update



CUSTOMER UPDATE

Dear Customer

We hope that you are all keeping safe, healthy and well in these challenging times. We are busy preparing and very much looking forward to welcoming you back into our facilities. We want to reassure you that the safety and well-being of our customers and staff is at the forefront of our minds and we are carefully planning our approach to reopening. We are putting in place additional safety measures, enhancing our cleaning schedules and creating clear usage guidelines to enable you to have full confidence for when you return. Whilst at this time we are unable to confirm an official reopening date, we wanted to share with you some of the things that we are doing in preparation, which include;

- Planning a safe approach to reopening facilities in line with Government recommendations and social distancing guidelines, working with the industry body UK Active to ensure we consider all areas and deliver best practise.
- Ensuring our cleaning measures adhere to Public Health England / Wales / Scotland guidelines and BICS (British Institute of Cleaning Science) standards.
- Providing pandemic awareness training for all teams, to ensure the safety of all our staff and customers.
- Creating a new class timetable, considering social distancing and the cleaning of the equipment and rooms between classes.
- Working on options to potentially utilise different areas of the building, therefore allowing additional spacing of equipment to extend our offering to customers, whilst following social distancing regulations.
- Working with our suppliers to purchase personal protective equipment (PPE) for our staff, source the correct levels of hand sanitiser/soap and

obtain anti-viral cleaning products for all of our customers.

- Looking into how we may operate a bookable timetable for access to our facilities, to enable cleaning and customer management for each session.
- Working on our membership and pricing options for when you return, to enable you to get the best experience possible.

We understand you may still have questions please send these over to us so we can respond fully; sportsadmin@exeter.ac.uk. We will continue to keep you updated in the weeks ahead through social media, emails and our website.

As a reminder, all memberships are frozen and the campus remains closed. If you have a fully paid membership we will honour any missed activity when we reopen. We have created a University of Exeter health and fitness group where you can find many workouts, exercises, advice and much more from our gym staff and reputable online sources. **Please visit this link** to join the group.

We know you are all eager to get back, as are we, and we thank you for your continued understanding and patience. We look forward to seeing you again in the very near future. Stay safe, stay healthy and look after yourselves and each other.

Yours sincerely

University of Exeter Sport

SOCIAL MEDIA

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EVENTS

FOR FURTHER INFORMATION:

Contact the Sports Park on 01392 724452



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