



EXCELLENCE IN SPORT

14 May 2021

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UPDATE: 14 MAY 2021

## 2021/2022 STUDENT MEMBERSHIP

### Amazing offers!

We promised you some amazing offers and a revamp of the membership platforms and prices! We are happy to give you a sneak preview and the opportunity to purchase for next academic year at a discounted price.

The Memberships will be available to purchase online from Monday 31 May with **these exclusive offers to current Student Members** as a huge thank you for your support over the past 14 months.

**\*new\* PREMIUM Membership:** gyms, classes, swimming, squash, badminton, outdoor tennis, covered court tennis, indoor tennis (£5 per court) and PAYP for other activities. **Normal price £330 Early renewal (for any current member) £270 (same as the Gym and classes price for this year)**

**Health & Fitness renamed to GYM & CLASSES Membership:** gyms, classes and PAYP for other activities. **Normal price £260 early renewal (for any current member) £210 (saving of £60 from this year)**

**\*new\* GYM Membership:** gyms and the PAYP for other activities. **Normal price £220 early renewal (for any current member) £170**

**Sports Pass renamed to Pay-as-you-Play (PAYP):** Discounted pay-as-you-play prices for activities. £35 for the year

**\*new\* Exclusive OFF-PEAK PREMIUM for AU Club members:** Off-peak only Premium membership. **Only £150 for the year.**

Don't miss out as we will be reviewing membership numbers throughout the year! Look out for an email to let you know the Memberships are available online!

## GYM ATTENDANCE & BOOKINGS

### Help us Help You!

We are keen that you are able to book the sessions that you want, therefore we have increased the capacity of the Sports Park gym by 20 spaces, we are also reviewing session non-attendance from the week of 17 May 2021.next week. We will email you (using the email on your membership profile) to let you know when you have missed a pre-booked session – we will follow this up for subsequent missed sessions. If you fail to attend three pre-booked sessions in a week without cancelling in advance we reserve the right to suspend your membership for 1 week. Don't forget to make sure you sign in at the reception for every session.

We are taking the above action as we have received feedback from members about how busy the gym is (for bookings) but yet the gym is not as full as the bookings suggest. Our reporting shows 15 – 20% non-attendance across the week, to put that into context if we can work together to reduce this figure it would create approximately a further 100 bookings available each day.

Please cancel your session giving at least 24 hours' notice in advance so it can be released to other members through the [online booking portal](#), by calling the Sports Park on 01392724452 or emailing [exetersport@exeter.ac.uk](mailto:exetersport@exeter.ac.uk)

We thank you for your cooperation, these measures are to help you access the gym!



## ACCESS CONTROL AT THE SPORTS PARK

### Facial Recognition to be used

To manage members through the reception safely at the start of each session requires careful planning – we are only permitted 3 people behind the reception, so we have used the self-services kiosk to ensure you can quickly enter the gym.

The covid-secure measures are for your safety and that of our staff and the University Community, therefore we will be phasing in the use of the Facial Recognition Access Control and temporary switching off of the self-service Kiosks. This may mean a small delay in you accessing the gym at your booking time but this is necessary to ensure that only those people booked and with membership are entering the facility. Please be patient as we phase this back in across the next few weeks – it is for your safety.

The Facial Recognition System is quick once you are set up, we will explain what you need to do when it is operational. If you do attend a session when it is switched on – we will need to quickly allow the application to take an image of your face which will be attached to your membership. Don't worry – this is only used by us for Access Control into the Sports Park and not shared with anyone.

## FITNESS CLASSES

### Online & on-site (17 May)

From 17 May we will be reintroducing on-site classes. Please see the latest timetable on our [website](#) which may change each week as we work through our covid-secure measures. We very much look forward to welcoming you back to our popular instructor-led on-site classes!

Some of our popular online classes will continue for the foreseeable future and we are planning for the future to plan how we can best offer both types of classes effectively.

Please **book in advance online** and remember the following memberships offer free access to classes: Summer Membership, Health & Fitness and Inclusive. If you have a Sports Pass or Gym membership you can access the on-site classes at a discounted rate..

Please follow this link to our [FiXR profile](#) for online classes or check out our [Facebook group](#).



## STUDENT MEMBER REFUNDS

### We will be in contact if there is a problem

All agreed refunds for student members are being processed by the University Finance Office using the bank details in your Student Portal. These are being processed in weekly batches so you should either have already received it or you will receive it over the next few weeks.

We get fortnightly reports from the Finance Office, we will be in contact if they are unable to administer the refunds and advise you what you need to do. If you have any questions please contact the [sportsadmin@exeter.ac.uk](mailto:sportsadmin@exeter.ac.uk) team.

Thanks for being a member!

## YOUR QUESTIONS

### Our Answers

We have set up a new web-page to try and help you access answers to frequently asked questions and to keep in contact regarding solutions to problems. We have listed the latest questions and solutions, with the page being 'live' so will update with the latest ones at the top. Please refer to [this page](#) if you are experiencing an issue or if you have a question as there may already be an answer or solution. You can also call the Sports Park team on 0139272445 or email us at [exetersport@exeter.ac.uk](mailto:exetersport@exeter.ac.uk)

Many thanks for all your feedback, we are doing our best to provide a covid-secure facility for you and follow the latest guidelines. Thanks for your cooperation with our operational measures, together we can keep improving!



## FACILITY BOOKINGS

### Non-gym activities

Great news - as things currently stand we are planning to reopen some facilities for general bookings from Monday 13 June 2021. Bookings will be available online and through the reception, we would encourage you to make all bookings online and don't forget that the receptions are cashless.

We will announce on our website and social media what activities will be available closer to the time. The Sports Hall at the Sports Park will not be immediately available and we don't have a confirmed reopening date for St Luke's Sports Centre at this stage whilst both have been repurposed.

We are also reviewing the latest guidelines for the reopening of the changing rooms.

Keep an eye on our website for the latest updates

## OUTDOOR POOL

### 25m, 4 lane, heated!

The Outdoor Pool, on the Streatham campus, is very popular and available to members and non-members – please be aware that a perk of membership is the ability to book an extra week in advance than non-members.

The Outdoor Pool is 25m, 4 lanes and heated to 29°C. All sessions must be booked in advance online and please be aware the venue is cashless. We have created a FAQ section online to help you book your pool sessions.

To follow the guidelines, spaces per session are limited and **prior booking is required**. There are lane swimming sessions, recreational swim, training lanes and family swim sessions.

- Please attend lane and training sessions as individuals and book online
- Social distancing is required in the pool and the surrounding area, please behave responsibly and adhere to the guidelines to ensure we can operate in a covid-secure manner
- **Booking is available online**
- Health & Fitness Members can add the Swimming Bolt-On to include the Outdoor Pool - please speak to the reception team
- Monthly Swim Memberships and the Summer Membership (gyms, classes and swimming) are available online

Have a look at the video on our Facebook page which will give you an insight to the rules and regulations.



## USING THE GYM

### Booking online

We thank you for your support to ensure we are following Covid-secure guidelines to enable us to remain open. Please continue to **book your gym sessions online** and wait outside until you are called in for your start time.

- When queuing outside it is important you follow social distancing rules and attend the gym individually – please do not stand in large groups even if you live together
- Gym Session maximum numbers will be limited to comply with regulations, please ensure you attend your booked session or cancel in advance – to allow places to be booked by other members
- Follow the signs and directions within the gym facility
- Train individually and consider social distancing rules and measures in place
- Clean all the equipment you use before and after
- Face coverings **MUST** be worn until you enter the gym - they must be worn through the reception
- Do not exceed the maximum numbers in each zone within the gym
- Only small drawstring bags are permitted in the gym and must be kept with you at all times
- The changing rooms remain closed, so please attend ready to train
- Leave the gym promptly at the end of the session so the staff can clean prior to the next session



## THANK YOU

### Stronger Together

Thank you so much for all your support and loyalty during the latest lockdown and as we implement our phased return. Our Covid-secure operational measures are for the safety of the University Community, students, staff and visitors – we appreciate there are restrictions on maximum numbers in facilities and you have to book ahead plus we constantly remind you all to wipe down the equipment, wear masks and wash your hands (etc) but please be reassured these are all part of the measures that allow us to welcome you to the facilities.

Please continue to help us to help you!  
Thank you from the entire Sports Office Team.

## EVENTS

Online classes: <https://fixr.co/organiser/241194645>

Restart of on-site fitness classes at the Sports Park: 17 May 2021

Outdoor BootCamp on the Quad @ St Luke's Sports Centre from 19 May

## FOR FURTHER INFORMATION:

email: [sportsadmin@exeter.ac.uk](mailto:sportsadmin@exeter.ac.uk)

Facebook - [University of Exeter Sport](#)

Twitter - [UofExeterSport](#)

Instagram - [UniOfExeHealthandFitness](#)



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