



WHITE SPA  
at White House

## COVID 19 Policy

### Re Opening

We will re-open the spa from 12pm on 10<sup>th</sup> August 2020 and have the same opening hours other than a slight reduction on a Sunday.

#### Opening Hours

Monday to Friday 6:30am to 21:30pm

Saturday 7:30am to 20:00pm

Sunday 10:00am to 17:00pm\*

*\*Children will be able to use the pool between 10:00am to 12:00pm and 15:00 to 17:00 on a Sunday*

We will review our Covid19 plans weekly and be monitoring the changing situation closely and for August we will not be taking any new members.

### What we are doing to keep you safe

Keeping you safe and healthy is our number one priority. That is why we have introduced new cleaning procedures and social distancing measures, which have been guided by the experts at UK Active, Swim Wales and the Welsh government.

Current guidelines state that all areas of the spa can be opened other than the Sauna and Steam Room, so they will remain closed for the time being.

### Cleaning and disinfecting

New cleaning procedures have been developed to ensure all areas are always clean and all equipment will be sanitized regularly throughout the day. Members will be encouraged to sanitise their hands at reception and additional hand sanitizer units have been positioned at key areas.





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## Social distancing

**Please be aware of your personal space and the personal space of other**

New social distancing signs have been placed around the spa and we are also limiting the numbers of members in each area, initially:

- 4 Members can use the gym at any one time
- 6 Members can use the swimming pool and outdoor pool
- 3 Members can use each changing room at one time (unless from same households)

To ensure that we can control the number of members onsite and to avoid disappointment we will be allocating one-hour slots for the use of the Gym and Swimming Pool which must be Pre-Booked. A gym slot and swimming slot can be consecutively, but we do ask that you are in and out of the facility within your allocated slots. From our current number of members we have calculated that there is at least one slot for each member per day.

**To book a slot please call on 01745 530 000 between 9am and 5pm, slots will be able to be booked one week in advance**

## Changes to classes

We are running smaller classes to keep everyone safe and the classes will be shorter than usual (30–45 mins) to make sure we have enough time to clean following classes. We're only running certain classes to ensure social distancing – be sure to check our updated timetable. Classes will continue to be streamed via the internet, information will be sent out on a weekly basis.

**To book a class please call on 01745 530 000 between 9am and 5pm**

## Protecting you and our team

We have installed a plastic shield at reception desk and will be providing Personal Protective Equipment (PPE) to our staff if necessary.





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## How you can keep yourself and others Safe

To keep the gym as safe and clean as possible, we need your help. We ask that you follow a few simple rules when you visit:

- **Stay home if you're unwell.** Please don't come to the gym if you feel sick or have COVID-19 symptoms
- **Pre-Book.** We will be limiting the number of members onsite to ensure social distancing can be achieved, please call to book a gym and pool slot.
- **Plan your workout.** As the booking slots are limited to 1hr each please plan your workout and be mindful of others wanting to use the equipment.
- **Arrive ready to work.** Please come in your workout gear to avoid using the changing rooms. We advise against wearing face masks as they can hinder your breathing while exercising, and gloves are not recommended as they cannot be cleaned easily – Please use the hand sanitiser provided.
- **Bring your own.** If you're doing yoga or Pilates, bring your own mat if you have one. Only bring one towel if you're showering and don't bring a sweat towel.
- **Travel light.** We will only be using the green coloured lockers for the time being, so please think about how much you're bringing with you.
- **Check in at reception.** For each visit please check in at reception, if you're attending a class please arrive 5 minutes early and follow the social distance rules while you're waiting for the class.
- **Use hand sanitising stations.** You will find one at the reception and throughout the gym. Make sure you follow proper handwashing if you use the changing rooms.
- **Clean your equipment and mats.** You can do this before and after use, please use the Suma Bac D10 cleaner and sanitiser provided.
- **Only shower if you're swimming.** We are limiting showers and changing rooms to our pool users, so please shower at home otherwise.





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## Memberships

As we were forced to close on the 20<sup>th</sup> March 2020, your membership will resume on the 20<sup>th</sup> August 2020, as a thank you the first 10 days will be free.

- If you are a pre-paid annual member your membership will be extended for the length of time that the club was closed.
- If you pay by Direct Debit will we take your next monthly payment on or around 15<sup>th</sup> September 2020.

## If you are not ready to come back yet

We appreciate that not everyone is ready to return so we will continue to freeze your membership until you feel it is safe for you to return. Please call or e-mail us to discuss.

## We will keep you updated on any changes

We are monitoring the situation closely and we hope to make the rest of our services and facilities available again soon, dependent on government guidelines.

## Feedback

As a member club your feedback is important to us and if you have any suggestions or concerns or if you have any questions please call 01745 530000 or e-mail [info@whitehouserhuallt.co.uk](mailto:info@whitehouserhuallt.co.uk)

Thank you, the SPA team.

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