

Sport Swansea Gym – Bay Campus

Customer Guidance

General Guidance

- Do not enter our facilities if you have experienced symptoms of Covid-19 in the last 10 days including:
 - A new, continuous cough
 - A high temperature
 - Loss of sense of smell or taste or both
- Do not enter our facilities if your or someone in your household is self-isolating
- Do not enter our facilities if you or someone in your household has come in contact with anyone experiencing Covid-19 symptoms in the last 14 days
- In the event anyone becomes unwell with COVID-19 symptoms during a session, they must:
 - leave immediately, avoiding contact with others, surfaces, and equipment
 - notify group organiser/member of facility staff as soon as possible
 - adhere to Public Health Wales guidance
- Individuals must inform facility staff of a suspected COVID-19 case **immediately**
- Customers classed as vulnerable should seek medical guidance before attending
- Staff will continue to provide First Aid cover. Injured persons will be encouraged to self-administer treatment where possible, with qualified First Aid staff overseeing. Where this is not possible, staff have been issued with appropriate PPE to safely administer treatment.
- Maintain social distancing measures at all times
- Strictly follow all hygiene guidance and procedures as indicated by signage around the facilities
- The University is now mandating the use of face coverings for all staff, students, customers and visitors whilst on site. Therefore, please be advised:
 - Face coverings **must** be worn by all customers/users when moving around Sport Swansea indoor facilities, but can be removed during sessions.
 - Face coverings are encouraged for all customers/users when traveling to/from/between outdoor facilities, but can be removed during sessions. However, masks and coverings are still a sensible precaution when moving around outside
- Facility rules must be abided by at all times

- All building access will be via the main entrance door, we request that all customers adhere to social distancing measures
- All sessions **must be pre-booked** via our online booking system or over the phone 01792 543577
- We will **only be accepting cashless** payments. Payments can be made either online or at the main reception point
- There will be a queueing system in place at reception to manage users waiting to pay or any queries. Customers will not be permitted access to reception until they are called
- We will have hand sanitising stations around the facilities, please use them as required
- Water refill machines are now in use, **bottles will be available from reception not the directly from the machine**. Bottle purchases will **must** be done via cashless payment
- Changing rooms and lockers will be **closed**, the only toilet will be via the disabled toilet which is accessible through exiting and re-entering the facility via the one way system identified
- The lift will be accessible when required, only one person in the lift per time unless the second person is of the same household or where assistance is required
- We will be reviewing our opening hours weekly, we will update this document and website as soon as possible following changes
- Our staff will clean all equipment between sessions
- Please adhere to one way system where applicable. There will be signs across the site identifying one way system
- The facilities will only be open Monday – Friday until further notice

The Gym

- Only members who have booked will be allowed in the facilities.
- Members must book **a lower body, upper body or cardio sessions**. Current training slots are the following times between Monday Friday:
 - 6:30 - 7:45
 - 8:15 – 9:30
 - 10:00 – 11:15
 - 12:30 – 13:45

- 14:30 – 15:45
 - 16:15 – 17:30
 - 18:45 – 20:00
 - 20:30 – 21:45
- Current capacity is:
 - 15 in the Cardio Area
 - 6 using the Upper body Weights
 - 6 using Lower Body Weights
 - Be aware the three workout areas are all in distinct rooms so please plan your sessions accordingly
 - All sessions will be limited to 75min in duration and there will be no back to back booking options.
 - Due to limited stations and time, if others are waiting for equipment, gym users are requested to the time spend on each machine/area to 20 minutes before moving to a new area.
 - Between all sessions, staff will clean all touchpoints including equipment
 - Members must wipe down all equipment before and after use
 - Adhere to all signage, certain machines have been closed due to social distancing
 - A one way system will be operation in all gym spaces please following the following directions:
 - Enter through the main entrance towards reception to register
 - The **Lower Body Weights** area is located down the hall from reception
 - **Cardio Area / Sports Hall** is located past reception, turn left ahead of the main gym area
 - Exit to both the above areas is through the fire exit located in the Sports Hall
 - The **Upper Body Weights** area is located in a separate room, all members must visit reception first and exit via the one way system through the Sports Hall to access this, staff will direct you
 - Equipment will be spaced out for social distancing, do not move equipment positions, some equipment is place out of order to ensure distancing is met.
 - All members must wipe down equipment before and after use
 - Members must follow the one way system as identified in the Sports Hall and throughout the facility

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- Are not currently in use, staff will be reviewing the opening of these facilities when it is deemed safe to do so