

## Pulse Leisure Club re-opening

Dear Member

We are delighted to announce that we will be opening our doors on Saturday 1<sup>st</sup> August.

We have made significant changes to allow this to happen and our operational procedures will be constantly reviewed as we open and adapt to a new way of working to provide a safe environment for you to exercise and enjoy.

Initially our opening hours are going to be 7am-8pm, Monday - Sunday.

There will be one gym rate of £35 for August with a limit of 3 sessions per member per week.

Hourly slots will be booked via an EZ Facility online booking system one week in advance. (The only exception to this is corporate users who will need to email [fitness@castlegreen.co.uk](mailto:fitness@castlegreen.co.uk) from 7am Mondays to book in their slots for the week)

Annual memberships and those who continued to pay monthly by standing order (if your standing order is still running please cancel ASAP) during the closure will be allowed to use credits held towards membership from 1<sup>st</sup> August. Those who do not wish to commence in August can freeze their membership for a further period of upto 3 months, after which there will be a £25 re-joining fee to activate membership.

Those who previously paid monthly will be required to pay £35 for their first month's membership prior to 1<sup>st</sup> August. We will then require details from you to set up a direct debit from 1/9/20.

All corporate memberships will re-commence from 1<sup>st</sup> August.

**The Pulse team will be available on 25<sup>th</sup> & 26<sup>th</sup> July from 11am-4pm for members to reactivate their membership via email or telephone.**

**Spaces will initially be limited so dealt with on a first come first served basis.**

All members will be required to fill in an up-to-date PARQ form which will be available to download off our website and needs to be brought with you on your first session.

### Gym Operation

You will be able to book a 1 hour slot which includes 15 minutes staff cleaning time at the end of each session so at the moment all sessions will be limited to 45 minutes. Slots are limited to allow for social distancing and there will be signs on the doors advising of maximum number of members in each room.

Queue outside at the designated time, straight into one of the gyms and then leave after 45 minutes. There will be no access to the changing rooms or showers for gym users. Only the disabled toilet will be available. Members must swipe their cards upon arrival, if you need a new swipe card please call us before your session and pay £2 for a new one

All gym users must wipe down the equipment **before and after** using with the spray and wipes provided. Members must provide their own water bottle (water coolers will not be available) and sweat towel. You will not be able to attend your gym session if you do not have a water bottle and towel; we are no longer able to hire out sweat towels. Please note you must not wipe down the equipment with your sweat towel, the spray and towels we provide must be used.

The Pulse team will be completing strict and thorough cleaning regimes before we open, in the middle of the day and at the end of the day.

Some pieces of equipment will be placed out of order to allow for social distancing. The Garden room will also be available and kitted with equipment and weather permitting some equipment will be taken outside the garden room

We regret that we will not be able to carry out gym programmes. We will have your work out card available for you to collect and keep with you if you require, the programme stand will no longer be in use.

### **Swimming Pool**

**August** - We are excited to announce that the changing rooms are being refurbished during August so the pool will only be available to hotel residents who are able to change in their bedrooms with access to the pool via a designated walkway through the gym.

**September** – We are working on **draft** plans to allow swim membership from 1<sup>st</sup> September as below.

The cost of a swim membership will be £25 for September with a limit of 3 swims per member per week; this will be subject to change as we assess the demand upon opening. Members will be able to book hourly slots on the half hour via our online booking system to swim for 45 minutes with 15 minutes allocated after each session for staff cleaning. It will be possible to contact the Pulse team once a session has been booked online to add additional family members for a fee of £5 per person (as long as the bather capacity has not been exceeded for that period). The changing rooms will only be available for changing, showers will not be available and the changing rooms must be exited ASAP after each swim session. Where possible please arrive 'swim ready.'

There will be three designated lanes to allow for social distancing. The steam room will remain closed based upon government guidelines. Swimming children's hours will not apply

**Please contact the Pulse team via email or telephone to express an interest in joining our swim membership in September.**

### **Classes**

Whilst we strive towards opening the pool and swimming facilities, we regret that we are unable to provide any classes.

### **General**

There will be no reception seating area and you will not be able to access the club before your designated time slot.

Failure to attend booked sessions will be noted by staff and the member contacted. If this continues to happen or the 12 hours cancellation isn't given the members membership may be terminated.

The Pulse team will monitor bookings to ensure allocation slots are not exceeded, any failure for members to comply with this may result in termination of membership.

We would really appreciate a quick response so we can start updating your memberships. Please make a note of the dates that we will be in the club available to take payments and answer any questions. The team and I are very much looking forward to seeing you and trust that you will work with us to ensure our phased opening goes smoothly.

Kind Regards

Amanda Kelso  
Club Manager