

Swimming Re-opening - Frequently Asked Questions

Why are you just opening Worsley and Irlam & Cadishead Leisure Centres first?

Our phased re-opening plan is to open Worsley first, followed by and Irlam & Cadishead this it to ensure that all our procedures are working for our members and customers. The other Leisure Centres will open on a phased schedule.

Worsley	Monday 27 July
Irlam & Cadishead	Monday 3 August
Swinton & Pendlebury	Monday 10 August
Eccles	Monday 10 August
Broughton	Monday 17 August
Clarendon	Monday 24 August
Ordsall	Monday 24 August
Salford Sports Village	End of August <i>(once the pitch resurfacing work has been completed)</i>

Did you do a deep clean before you re-opened?

All our buildings were deep cleaned prior to re-opening and all prepared with social distancing and sanitising stations put in place.

What additional cleaning have you put in place?

After each hour session in the gym, studio and the pool there will be a 30 min break to allow our teams to clean and sanitise the area. Also during the session we will be asking members to help by wiping down their equipment and take home their empty water bottles and use the bins provided. "We're all in this together".

Am I going to be safe?

The team at Salford Community Leisure has been working behind the scenes to ensure that we operate for our members and staff in the safest environments possible. Together we can all ensure that we remain safe by staying alert and using the sanitising stations around the building for your personal use and by wiping down services prior and after use.

Why do I have to book for a swim session?

To ensure that both our members / customers and staff are safe whilst in our leisure centres we are following the leisure industries and government guidelines to ensure social distancing. This has reduced the capacity of all our facilities, this will be reviewed as guidance changes and that we feel through our Risk Assessment's it is safe to do so.

How will the changing rooms operate?

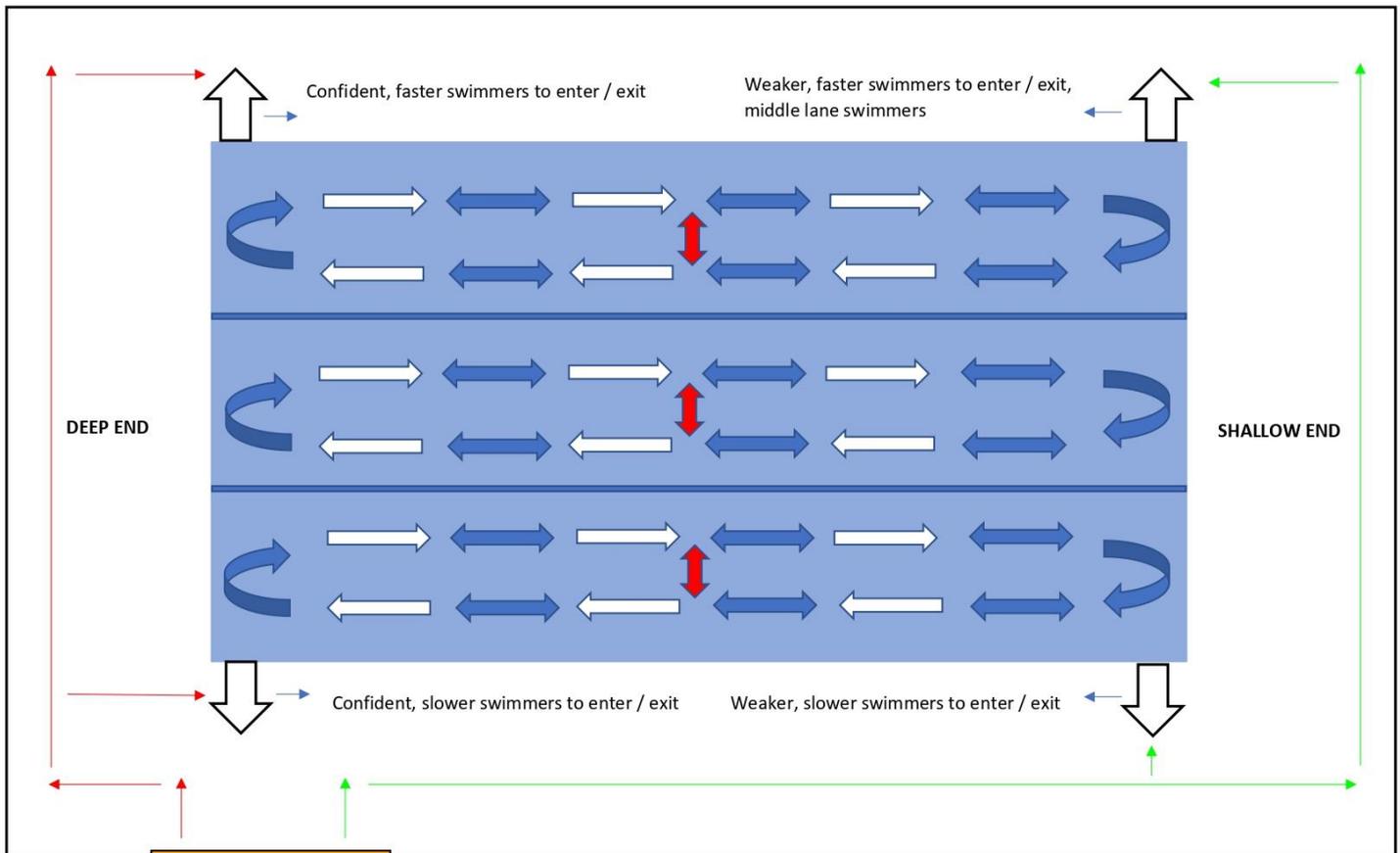
We are asking members and customers to come beach ready to avoid having to spend too much time in the changing rooms. On arriving the reception team will let you know which cubicles are to be used. Once changed you can use a locker or take your clothes on to poolside in your own bag. If you are using the lockers there will be stations around the changing room with sanitiser and blue rolls to clean the locker before and after use.

Does the time allocated include changing and showering time or just the time in the water?

The time allocated is the time to change and swim, there is a 30 min break between each session but we would like to use as much of this as possible to clean the changing rooms for the next set of swimmers.

Will lane dividers in place?

Yes there will be three double lanes allowing for social distancing within the pool



How many people will be allowed in the water at one time?

All our session are limited to 20 per session bookable on the app via connect or at reception over the phone or in person.

What is the time of the last swim session?

The last swim session depend on the pool programme but in phase 1 the latest session will be 7 – 8pm. Please check the app for availability.

Are there cancellation windows / charges?

There are no cancellation charges currently but we politely ask that all members and customers respect each other and if they find they are unable to attend their session phone the site and cancel the session. Members and customers will be monitored and if this becomes an issue going forward we may need to revisit the decision not to add a dishonour charge.

How do I book a swim session?

You can book your session in several different ways:

1. Download our mobile app from the play store or the apple store - Salford Leisure
2. Book on line - <https://leisure.scll.co.uk/Connect/mrmLogin.aspx>
3. Book on the phone by calling the Leisure Centre.
4. In person by visiting the Leisure Centre.

What do I do if I have lost my username and password for the app or if I have never used it?

If you have lost or forgotten your password or if you have never set one up for the app or Connect then you will need to follow this link:

<https://leisure.scll.co.uk/Connect/MemberManagement/MRMpasswordrequest.aspx>

If you have any problems with resetting your password please contact collections@scll.co.uk and we can check if your e-mail address is up to date on our system and your account is not locked.

How do I cancel a session I have booked if I can't attend?

If you have to cancel a session there are several ways you can do this:

1. Cancel the session you have booked via our mobile app.
2. Cancel the session on line through connect.
3. Contact the Leisure Centre directly and cancel over the phone.
4. In person by visiting the centre.

I don't have a smart phone, how can I book a session?

You can book your session in several different ways:

1. Book on line <https://leisure.scll.co.uk/Connect/mrmLogin.aspx>
2. Book on the phone by calling the Leisure Centre.
3. In person by visiting the Leisure Centre.

Should I wear a mask when I visit?

No, there is no need to wear a face mask when visiting your local leisure centre.

Can my child go swimming with his / her friends?

In the first phase of the re-opening of our leisure centres young people 11 years plus can book a session in the swimming pool but this will be a programmed lane swimming session. Family swims will be available across the week for families to bring children under 11.

When are swimming lessons starting again?

We are planning to restart the swimming lessons programme in September 2020, and they will be delivered in line with the guidance from Swim England and the Royal Lifesaving Society. Swimming lesson payments will remain frozen and we will update members when we are ready to restart on the process to return to lessons.

If you have any further questions about our leisure centres or your membership, please email memberships@scll.co.uk.