

## Leisure Centres Re-opening - Frequently Asked Questions

### Why did you open Worsley and Irlam & Cadishead Leisure Centres first?

Our phased re-opening plan was to ensure that all our procedures worked for our members and customers. The other Leisure Centres re-opened on 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 ( <i>pitch hire only</i> )
Salford Sports Village	September ( <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.

### Will the café be open?

In phase one of re-opening each leisure centre will be operating slightly differently so you will need to check with the team on site.

### Can I stay for a coffee after a class?

If the café is open in your local leisure centre, you can purchase a coffee but it will only be available for takeaway.

## Memberships

### How do I unfreeze my membership?

We will be writing to all our members asking if they would like to unfreeze their membership. If you do then simply follow the link on the email to re-activate your membership. Welcome back.

Request to unfreeze your membership on our website –

<https://salfordcommunityleisure.co.uk/be-active/gyms/memberships/unfreeze/>

### **I have unfrozen my membership, but I can't get a space as it is so busy. What are my options?**

If you are unable to book a suitable session due to the reduced capacities in the gym, classes and swimming pools we will freeze your membership free of charge until you are ready to return.

### **I am not ready to come back to the gym yet, can I keep my membership frozen?**

Your membership will automatically be unfrozen from **Thursday 1 October**, this means you can return to our centres. If you are not ready to return, then you have a number of options:

- **Keep your membership frozen** – If you are not quite ready to return, then you can pay £5 per month to keep your membership frozen. This needs to be paid upfront and can be for a maximum of 6 months, just complete a [request to remain frozen form](#). This is the best option if you feel you are not quite ready to return now, but you may be in a few months.
- **Cancel your membership** – If you feel you are not ready to return, then you can cancel, and you will not incur any further charges. If you have paid upfront for an annual membership, then we will refund the amount unused based on the period of closure. If you do wish to cancel, you must complete a [cancellation request form](#). Please note, if you do cancel, we cannot guarantee that you can sign up to a new membership in the future with the same rate you were previously paying.

### **What do I do if I have lost my card?**

If you have lost your card you will need to visit the leisure centre and pick up a new free card.

### **How do I book and gym or 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](mailto: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 cannot 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.

**Can I book back to back classes?**

Yes you can book your favourite classes back to back but please be aware there maybe a 30 minute gap in-between so that our team can sanitise the studios.

**Can I have a re induction to the gym?**

Yes, if you still feel you need a short induction when you return please let the reception team know and they will ask the member of staff in the gym to give you a short re-induction.

**Why do I have to book for a gym session?**

To ensure that both our members / customers and staff are safe whilst in our leisure centres we are following the leisure industry 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.

**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.

**Do I need to bring water?**

Yes, as in the initial re-opening phase the water fountains will be switched off.

Water can be purchased from Reception but we ask that members bring their own water from home in a reusable water bottle to cut down on waste.

**Can I start Personal Training again?**

You can kick start your fitness with your Personal Trainer, all Personal Trainers are aware of the new social distancing guidelines and will be working in accordance with the industry standards.

**Can I have a personal programme written?**

Yes, but this will not be done on the gym floor, if you require a gym programme please ask a member of staff to discuss your requirements.

## General

**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 I bring my own gym towel?**

We are providing blue roll in all our gyms and studios to ensure that all our members can wipe down their kit and machines after use. We will not be allowing members to use their own towels to cut down cross contamination.

**Will mats be available?**

The teams at your local leisure centre will be sanitising all your exercise equipment and studios at the end of each session. We are aware that we would not be able to sanitise the exercise mats thoroughly, so we are asking all members to bring their own mats and sanitise them at home.

Mats can be purchased at reception at a cost of £8.50

### **Am I allowed to use the changing rooms?**

We would like as many members as possible to attend their booked sessions ready to go! If you are attending straight from work if possible change at work before travelling to the centre, if this is impractical the changing rooms will be available but social distancing may result in you having to wait to gain access as we are restricted to number.

### **When can I get back to playing badminton / squash again?**

Badminton players can now book a court in our centres across the city, with some restrictions in place. Players from the same household can play together in singles or doubles games on the same court. Players from different households should only play singles on the same court. This is in line with local government restrictions in place for the GM region. All bookings should be made by calling your [local leisure centre](#).

Our squash court at [Irlam & Cadishead Leisure Centre](#) is available to book. But due to local government restrictions in place for the GM region, courts can only be booked by people from the same household. Courts can be booked by individuals for practice sessions but matches against other people from different households are prohibited. Our court at Clarendon Leisure Centre is currently not available to book. All bookings should be made by [calling the leisure centre](#) direct.

### **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?**

Swimming lessons are restarting for existing customers from Monday 7<sup>th</sup> September. They will be delivered in line with the guidance from Swim England and the Royal Lifesaving Society. Lessons for new swimmers will be available from October 2020.

If you have any further questions about our leisure centres or your membership, please email [memberships@scll.co.uk](mailto:memberships@scll.co.uk).