

## Leisure Centres - Frequently Asked Questions

We plan to re-open our Leisure Centres from Monday 12<sup>th</sup> April 2021.

### **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 session in the gym, studio and pool, our teams will be cleaning and sanitising each 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?**

Irlam and Worsley will be operating a Take Away Coffee shop with reduced opening hours.

### **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**

If you were due to pay your membership on the 1<sup>st</sup> April 2021 then we will be collecting on the 1<sup>st</sup> May 2021 and this payment will be pro rata'd to include the amount from the date we open in April, letters will be sent to each member stating how much your first payment will be.

If your payment was due on the 15<sup>th</sup> April we will not be collecting until the 15<sup>th</sup> May 2021 and this payment will be a pro rata'd amount including April, letters will be sent to each member stating how much your first payment will be.

Annual, Over 70's and Gym Flex members will automatically have their accounts credited with the additional months missed due to lockdown.

### **How do I freeze my membership?**

I am not ready to come back to the gym yet, can I keep my membership frozen? Your membership will automatically be unfrozen from Monday 12<sup>th</sup> April 2021, 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 keep your membership frozen for FREE. 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. –  
<https://salfordcommunityleisure.co.uk/be-active/gyms/memberships/keep-frozen/>

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.

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

### **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 a 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.

### **What happens if I don't cancel my booking for Swimming, Gym or a class I have booked?**

As from the 12<sup>th</sup> April 2021 bookings must be cancelled within the following timeframes to avoid a dishonour charge.

Swimming, Gym and Classes are all to be cancelled within 2 hours of the start.

If a booking is prior to 9am in the morning then this booking must be cancelled the night before.

The charge for not attending the session booked is

£2.50 for all activities between 6am – 10pm

This is to ensure that all our members and customers have the opportunity to take part in their favourite activity.

### **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 gym or swim sessions?**

Yes you can book your favourite activity back to back but please be aware there may be a 15 / 30 minute gap in-between each session so that our team can sanitise the areas.

### **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.

<https://salfordcommunityleisure.co.uk/be-active/personal-training/>

### **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?**

We kindly request that when you enter the building and are in the general circulation areas including changing rooms you wear a mask, unless you are exempt. Masks MUST not be worn during exercise.

### **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 12<sup>th</sup> April 2021. They will be delivered in line with the guidance from Swim England and the Royal Lifesaving Society.

Lessons for new swimmers are now available please register your interest through our website <https://salfordcommunityleisure.co.uk/be-active/swimming/swimming-lessons/>

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