

Coronavirus Procedures: Client Information

As part of our effort to ensure the safety of you, us and the wider community; we have put into place a set of policies and procedures while an enhanced risk of coronavirus transmission is present in the community. We really value your understanding and compliance during this time. Please ensure you read this document in full and understand its contents. We look forward to seeing you soon and please don't hesitate to ask if you have any questions.

SECTION 1: BOOKING YOUR SESSION

- Please inform us at the time of booking if any of the following apply:
 - You or anyone you reside with or care for have suffered from any of the below recognised symptoms of, or tested positive for coronavirus within the last 14 days:
 - A high temperature
 - A new, continuous cough
 - Loss or change to your sense of smell or taste
 - You have been in contact with a person suffering with any of the above recognised symptoms, or who has tested positive for coronavirus within the last 14 days.
 - You are allergic to any cleaning products or materials commonly found in PPE (Personal Protective Equipment) such as latex
- Showers are only in use for those going straight to work – if you will need a shower, this MUST be pre-booked when booking your training session (showers will be cleaned after every use so may not be available)

SECTION 2: BEFORE YOUR SESSION

- You must inform us if any details outlined in Section 1 have changed at any time between booking & your appointment

SECTION 3: ATTENDING YOUR SESSION

- Please put on clean clothes before your session
- For arriving and leaving the studio, you may opt to wear a mask but it is not advisable to wear one when training
- To avoid unnecessary social contact and to allow us time to clean, please do not arrive more than 5 minutes before your appointment
- If attending a 6.30am appointment, please allow us time to open & prepare the facility and ourselves by arriving no more than 5mins early
- On arrival, you will be asked to answer a coronavirus questionnaire and to provide your contact number for track & trace – please bring your reading glasses if applicable
- You will also be asked to sanitize your hands
- Your temperature will be taken and recorded via a contactless thermometer: if this is measured at over 38 degrees, we will be unable to proceed with your session. Please note, we will also be recording our own temperatures
- Please bring your own bottle of water, towel and training gloves if required (sinks are no longer in use for drinking water; bottled water is available to purchase – cash only 50p, no change available)
- Gym users will be asked to place personal items, including your sweat towel and water bottle, in a red container
- Please use your red container throughout your gym session/class - sweat towels must NOT be placed on the floor or draped on pieces of equipment (except for Wattbike users) or used to wipe equipment
- Wattbike users must still use a sweat towel on the bike (we are no longer able to provide these) and must still clean the bike thoroughly after use
- Gym users - if you are training 1:1 with NO OTHER CLIENTS present, WE will clean your equipment after use

- Gym users - if you are training WITH OTHER CLIENTS present or on an open session, YOU will need to clean your equipment after use, during your session
- Gym & Wattbike open sessions are 90min max total time, to allow us to manage bookings etc
- If you have not paid in advance you will be asked to pay BEFORE your session via our contactless system using a credit or debit card

Section 4: After Your Session

- You must let us know immediately if:
 - You develop any recognised symptoms of coronavirus as detailed in section 1
 - You are tested positive for coronavirus
 - You learn that you came into contact with a person suffering with any of the above recognised symptoms of, or who has tested positive for coronavirus within the 14 days preceding your appointment
- Your name and booking details will be stored for 21 days in line with UK Government Track & Trace Guidelines.

Mark & Lou