

What are the temporary opening hours for CitySport?

Monday – Friday 8.00 -19.30

Saturday, Sunday 9.30 -16.30 (from 5th June)

Do I have to book?

Yes, members must book to use our services (gym or studio classes). Sessions are available to book 7 days in advance for any current, active prepaid memberships and 3 days for Pay As You Go memberships. You can do so online using your membership number or by phone **020 7040 5656**. Available times are:

Monday to Friday

- 08:00 – 09:00
- 09:30 – 10:30
- 11:00 – 12:00
- 12:30 – 13:30
- 14:00 – 15:00
- 15:30 – 16:30
- 17:00 – 18:00
- 18:30 – 19:30

Saturday, Sunday

- 09:30 – 10:30
- 11:00 – 12:00
- 12:30 – 13:30
- 14:00 – 15:00
- 15:30 – 16:30

If you need to cancel a session, please do it before it starts via our website or by calling reception.

Members who miss 3 consecutive bookings will be unable to book in advance. An email explaining this will be sent to the member.

What are the membership options and how much do I have to pay?

Prices and details are available [on our website](#) where you can also purchase your membership. If you are a new member, click “Become a Member” and select the membership that is most right for you. If you are a returning member, you can purchase a new membership by clicking “Existing Member” on our online portal. Please make sure to have your membership number ready. Please note:

- Members will not be able to book online unless they have a valid membership
- In the event closure, members will be notified via email
- Please ensure your personal and contact details are correct and up to date
- Ensure you have opted in to receive communication from CitySport
- Please email citysport@city.ac.uk or call 0207 040 5656 to update your details

During unforeseen period of closure, memberships will be frozen and re-activated upon re-opening. Direct debits will not be charged during this time.

What steps are in place at CitySport to minimise the risk of Covid-19 spreading?

- We have rearranged equipment around the facility to ensure good social distancing
- We have limited the number of people entering CitySport
- We are providing extra hand sanitiser and cleaning stations around the facility
- We have an enhanced and more frequent, hourly cleaning regime in place after each session
- We have appropriate signage around the building regarding coronavirus and social distancing

What do I need to do as a member to help maintain the safety of myself, staff members and other users?

- Please sanitise your hands and wear face coverings when entering the building and walking around the corridors and communal areas
- Please check in with NHS track and trace each time you visit us
- Make sure you have a booking before you arrive and leave the centre without delay after your session
- Please keep to the left and adhere to social distancing at all times
- Please wipe down your exercise equipment before and after use with the antibacterial spray and paper towel provided
- Use of towels are not permitted as these can spread the virus from surface to surface; for now, please use the paper towels provided
- There are specific gym rules and etiquette we expect members to follow, please click here to read them

What is available to me?

- The entire gym and functional area on both floors
- Live (from mid-May) and virtual fitness classes (see online for our updated timetable)
- A number of lockers are available in the changing rooms to store your belongings
- Water fountains are available to refill your water bottle
- Lifts are available for use but limited to one person at a time, except in circumstances where assistance is required

To help support the safety measures we have in place, we ask that you come to CitySport "Gym Ready" and limit the time you spend in our changing rooms as showers and hairdryers are not available to use at this point.

Do you have appropriate air flow in the gym?

CitySport operates a ventilation system that feeds fresh air into the building, consequently minimizing the mixing of air. Both supply and extract units are separate from each other.

Please be patient and respectful to each other and our staff. Always follow the rules, otherwise you may be asked to leave the facility.

What do I do if I test positive for Covid-19?

If you have tested positive for Covid-19, you need to call the NHS immediately. We then ask you to call or email us **AS SOON AS POSSIBLE** due to contact tracing. If you are a City student, [please follow this guidance](#).

How will you contact me if someone is reported positive for Covid-19?

If a positive case is reported to CitySport, our staff will contact all members who participated in the same timeslot as soon as possible. **Please do not visit CitySport if you or a member of your household are displaying symptoms of Covid-19 or are meant to be under quarantine.**