

When is CitySport opening?

We are very excited to welcome members back to CitySport on Monday 14 September 2020.¹

What are the opening hours for CitySport?

Our facility will be opening Monday to Friday ONLY, 08:00 – 19:30 for all members. We hope to have weekends available from the beginning of November onwards.

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. To make a booking, please either phone [020 7040 5656](tel:02070405656) or visit us at the CitySport Reception. Available times are outlined below:

Morning Sessions

- 08:00 – 09:00
- 09:30 – 10:30
- 11:00 – 12:00

Afternoon Sessions

- 12:30 – 13:30
- 14:00 – 15:00
- 15:30 – 16:30
- 17:00 – 18:00
- 18:30 – 19:30

How much will I be charged?

CitySport is offering **FREE** access to all members for studio and gym sessions until Saturday 31st October 2020.

What is available to me?

The following facilities will be available for use:

- The gym and functional movement spaces.
- Limited fitness classes (see online for our updated timetable).

Is there use of additional facilities (changerooms, showers, lockers or hairdryers)?

To help support the safety measures we have in place, we ask that you come to CitySport “gym ready” and limit the time you use our other facilities. If you do use our other facilities, please remember to follow the safety measures displayed.

- Showers and hairdryers are not available to use.
- Limited number of lockers will be available however, customers are advised to thoroughly wash their hands before and after use.
- Water fountains will be available to refill your water bottle.
- Use of the lifts will be restricted to one person at a time, except in circumstances where additional people are required for health and safety.

¹ All dates outlined in this document are subject to change based off UK government guidelines and recommendations.

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

We have implemented a number of measures to help minimise the spread of Covid-19. These include:

- Reconfiguring the facility to ensure any usage of our gym adheres to social distancing measures.
- Capping the number of people entering the facility.
- Providing hand sanitiser and cleaning equipment around the facility.
- Implementing an enhanced and more frequent cleaning schedule after each session.

What do I need to do as a member?

As a member, to support the health and safety of our CitySport community, we ask that you follow these guidelines:

- Before attending, please make a booking.
- Everyone will be required to sign up as a member as a part of our contact tracing measures.
- Entry to the building will only be available at the start of your booked session and members are asked to follow the one-way path.
- Members must leave the facility at the end of their booked time, without delay.
- Safe physical distancing is required.
- Members are asked to wipe down equipment before and after each use.
- Gym towels are not permitted however paper rolls are provided.
- Please use the water fountain to refill your water bottle and do not drink directly from the fountain.
- Members are encouraged to use face coverings whilst at CitySport, except for during exercise.
- Please be patient and respectful to each other and staff.

I am worried about air conditioning within the facility. Has your system been checked to see if it could potentially spread Covid-19?

CitySport does not utilise air conditioning anywhere in the facility. CitySport operates a ventilation system that feeds fresh air into the building, consequently minimising the mixing of air. Both supply and extract units are separate from each other.

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 attended CitySport and were meant to be under quarantine, we ask that you let us know immediately.

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 yourself or a member of your household are displaying symptoms of Covid-19.

If you have further questions or enquiries, please contact citysport@city.ac.uk.