



CHELTENHAM BOURNSIDE SPORTS CENTRE

FAQs

COVID-19

The health and safety of our customers and staff is our number one priority. We have made some changes to the way we operate for your safety, including introducing a one-way entrance and exit system. We also ask that all customers adhere to social distancing. Thank you for your support as we work through this time together.

Booking activities

Please book all activities including Astro pitches, racket sports, and fitness classes on our online [Booking Homepage](#) or by calling 01242 239123. If you do not have an account, you can create one on our Booking Homepage. If you cannot attend a pre-booked session, please cancel it so that someone else can benefit.

Strict social distancing

We are taking careful actions to facilitate social distancing including:

- clear signage and one-way systems showing where to enter and exit each space
- floor stickers to help guide you
- reducing the number of people in certain areas at any one time to minimise congestion
- running our fitness classes with a reduced timetable and class numbers.

Redefined cleaning standards

We are following stringent cleaning protocols for proper disinfection, operation and maintenance to the highest standards including:

- continuous scheduled sanitation of high-touch surfaces, facilities and equipment
- the introduction of hand-sanitising stations throughout the facility
- the introduction of cleaning stations with disinfectant spray and wipes for members to clean equipment before and after use
- cleaning of all open areas and disinfection of exercise mats after every use by our staff
- running our fitness classes at least 15 minutes apart to allow our team to clean the area and sanitise equipment.

How can I protect myself and others?

- Arrive no more than 10 minutes before your session and leave as soon as it finishes
- Arrive ready to work out to avoid using the changing rooms
- Follow the one-way system and go directly to your session location
- Practise social distancing
- Wash or sanitise your hands before and after your activity
- Bring your own gym mat to fitness classes
- Bring your own water as our water fountains are not available
- Bring minimal belongings
- Thumbs up, no high fives!
- Be kind to each other and to our staff
- Avoid contact with people who are sick

- If you have flu symptoms or are feeling unwell, stay at home and keep safe
- Do not visit if a member of your household is displaying symptoms of COVID-19.

What facilities and services are available?

- Fitness classes
- Sports halls
- Tennis courts
- Astro pitch
- 5aside cage.

What are the Sports Centre's opening hours?

- Monday-Friday 5pm to 10.30pm (closed on Bank Holidays)
- Saturday-Sunday 8.30am to 6pm.

Are you accepting cash payments?

Yes, but contactless payment is preferred. Activities must be paid for at the time of booking.

Will Reception be open?

Yes, but only staff can enter the office so members will need to come to the hatch window.

Are changing facilities and showers available?

Some of our changing amenities are temporarily unavailable.

- Please come ready to take part in your activity
- Do not use the changing facilities unless essential
- Showers will be unavailable until further notice
- Limited toilet facilities are available
- Lockers are not available.

What should I do if I start to feel unwell whilst at the Sports Centre?

Please use the 111 online coronavirus service if you have:

- a high temperature – you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- loss of smell or taste.

The 111 online coronavirus service will ask about your symptoms and advise on how to protect yourself and others. If you do feel unwell, please inform the Sports Centre Manager.

What should I do if I think I have coronavirus?

It is really important that you stay home and self-isolate if you have symptoms or have tested positive. Use the online NHS coronavirus service to get advice or call 111. It is important to advise them if you live alone without means of support.

When will these measures be lifted?

We are following guidance from the Government, Public Health England, and UKActive to keep our members and staff safe and will ease restrictions when we are advised it is safe to do so. These FAQs are subject to change as we adapt to new Government guidelines.

Any questions?

If you have any questions, please email sportscentre@bournside.gloucs.sch.uk.