

Hustyns Hotel & Spa

Covid-19 Leisure Facilities Guide

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**Overview**

Dear guests/ members,

As you can imagine it has been a difficult few month for Hustyns Hotel & Spa, particularly for our leisure facilities. The announcement from the government back in March to close not only the leisure facilities, but the whole resort had a serious effect of the resort’s future. However, with the reopening of the hotel and lodges we are slowly getting back on track.

The most recent announcement from the government stated all indoor gyms and pools can reopen from the 25th of July. We are absolutely delighted to be reopening and welcoming back all our members.

We can assure you that we have been working hard to adapt our leisure facilities to ensure staff and guests safety. Our main priority is not only the safety of our staff, but also the protection of all customers that use our facilities. During this time, we are issuing this new temporary covid-19 leisure guide which includes new procedure to adhere to and rules to follow, ensuring that health and safety measures are followed. Even more so, to ensure that out leisure facilities can remain open.

We do appreciate your help and support during these difficult times and look forward to seeing you soon.

**Booking system**

Once our leisure facilities reopen on the 25th of July, we will be implementing a booking system. This system will only be available to member and resort guest bookings, meaning that day passes and walk in custom will not be permitted at this time. This decision has been made in line with government guidelines, helping us control numbers and ensure social distancing is adhered to (Spa packages excluded).

Each booking slot will be a maximum of 1 hour and 30 minutes with a minimum of 30 minutes gap between each booking slot.

The gap between booking is especially important because it allows us to clean and sanitise all areas reducing the risk of infection spreading between bookings.

Bookings will only be taken a minimum of one day in advance by phone or coming into the resort, email booking will not be taken at this time due the risk of missed emails or overbooking slots. However, this is subject to change. Bookings can not be made for the same day at this time.

Bookings can be taken for up to 7 days in advance after the previous booking. Block booking will be available however, this may change.

Please contact us if you are unable to attend a booked session giving as much notice as possible.

**Booking Times are as Followed**

|  |  |
| --- | --- |
| **Gym****10 people max per slot**  | **Pool****20 people max per slot** |
| **Time Slots** |
| **7:00am – 8:30am** |  **7:00am – 8:30am** |
| **9:00am – 10:30am** | **9:00am – 10:30am****AQUA 9:30am – 10:30am****(Mon,Wed,Fri).** |
| **11:00am – 12:30am** | **11:00am – 12:30am** |
| **1:30pm – 3:00pm** | **1:30pm – 3:00pm** |
| **3:30pm – 5:00pm** | **3:30pm – 5:00pm** |
| **6:00pm – 7:30pm** | **6:00pm – 7:30pm** |
| **8:00pm – 9:00pm** | **8:00pm – 9:00pm** |

\*Timetable subject to change if necessary

**Before you come**

Please ensure you follow this check list before your visit.

* If you have a high temperature or persistent cough please do not visit our facilities. please follow government or NHS covid-19 guidance.
* If someone you have come into contact with shows any symptoms of covid-19 including high temperature and or a persistent cough please do not visit our facilities. Please follow the government or NHS covid-19 guidance.
* We are permitting guests of the resort and leisure members only; non-members will not be permitted at this time.
* Please make sure you have booked a time slot before you arrive.
* Please make sure you are wearing your workout or swimming clothing upon arrival. To enforce infection control we are limiting the use of changing facilities.
* Please do not share clothing, towels or equipment with others outside your household. Towels can be rented from the resort at a cost of 50p per towel (free for platinum memberships).
* While we do not enforce the use of face masks, we advised the wearing of face masks when entering our facilities. other forms of PPE and sanitiser equipment will be provided.
* Please ensure you have read the covid-19 guide before using our facilities.
* If you require more information please do not hesitate to ring us on 01208893700 or email us at lesiure@hustyns.co.uk

**Entering the leisure facilities**

Upon arrival please enter through reception and proceed downstairs to the leisure reception area. Please note the staircase operates a two-way system. We recommend arriving up to 5 minutes early for your allocated slot. Please observe social distancing and adhere to the one-way systems put in place.

Please follow the social distance queue markings for access to leisure. Your booking and membership will be checked at the leisure desk before access is granted. Any additional information will also be provided at the leisure desk.

Please note we are asking everyone who wishes to use the facilities to come gym or pool ready. In line with the government guidelines we are limiting the use of the changing facilities (excluding disabled changing facilities). Furthermore, shower facilities will not be in use and we encourage showering at home.

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**Changing room operations**

As stated above we are trying to limit the use of changing facilities, this is in line with government guidance and infection control measures.

**ENTRY**

Changing rooms will not be accessible on entry of the facilities (excluding disabled changing rooms). Please follow the one-way system for access to either the pool or gym.

 Users are to come gym or swim ready, already wearing the appropriate clothing. Changing out of outside clothes is to be done pool side or in the gym. Please see pool and gym sections for more detailed information.

 **EXIT**

Access to changing facilities will be permitted on exiting the pool only, allowing users to change out of wet clothes. Sanitizing equipment will be provided in the changing rooms. Please observe social distancing and be courteous of the people around you.

**\*Please also note that the family changing room will not be in use at this time.**

 **TOILETS**

All toilet facilities will be in used within leisure. We are relying on our members and guest to use the toilet facilities in a safe manner and adhere to social distancing rules.

**Pool access and rules**

Firstly, we regret to inform you that after looking into the latest guidance it is deemed unsafe to open the steam room, sauna or jacuzzi. However, this will be reviewed once we receive more information from the government.

As stated previously you will be required to come swim ready, failure to do so may result in being turned away.

In order to provide a safe environment, we have limiting pool user numbers to 20 per booking slot. We are also limiting numbers to 4 per household or bubble and a maximum of 2 children (under 16s).

The entrance into the pool will be the middle door between the men’s and ladies changing rooms. Due to limited use of the changing rooms you will be required to take you belongings into the pool area. Storage boxes will be provided on poolside for you belonging.

Please adhere to social distancing rule will using the pool or pool area and respect the people around you.

Once your session has ended the please place your storage box back and exit through the ladies or men’s changing room. Here you will be able to change out of your wet cloths. Due to limited space in the changing rooms and social distancing queuing may be necessary. Please stay within the gridded line and avoid touching unnecessary areas.

Exit out the changing rooms and follower the signs to leave the leisure department.

**Gym Access and Rules**

As stated previously you will be required to come gym ready, this means already wearing gym before you enter the gym. Failure to do so may result in refusal of entry.

In order to provide a safe environment, like the pool we are limiting the number of people able to use the gym at one time. The maximum number of people will be 10 per booking slot.

Before entering the gym facilities, you will be given a sanitiser spay bottle. This is yours for the duration of your session and should be used to wipe down every piece of equipment after use.

Please enter the gym as normally, but please be aware of the two-way system in and out of the gym. You will be required to take your belongings into the gym and place them in the designated area.

Please note access to the changing room will be for toilet facility use only.

All equipment in the gym has been sectioned of to enforce social distancing. No more than two people for the same household or bubble will be permitted in the same sectioned area. Please also be aware we will be enforcing a one-way system in the gym where possible and expect this to be followed.

Once your session has finished please make return your sanitiser bottle to the designated area, collect your belongings and leave the gym normally, following any one-way systems.

**Leaving facilities**

Upon leaving the leisure department please follow the exit system provided. Please place any equipment given in its allocated area.

Please use the sanitizer station provided to clean any equipment used (Gym) and to sanitize your hands before exiting.

Please place any towel provided by Hustyns in the towel bins provided.

Due to the possible gathering of people at the main reception area we ask that all members follow the allocated one-way system out of leisure and exit through the brasserie to access the car park.

Please make sure you take all of you possessions with you, any left items will be disposed of in line with infection control (this excludes valuables).

Please respect the people around you when exiting the facilities and keep a good social distance (2m where possible).

**No Tolerance Policy**

We are implementing a stricter no tolerance policy. The health and safety of our staff and guest are our main priority therefore it is now more important than ever we have these rules in place.

The no tolerance policy will be further divided into two sections, the Right to Refuse Entry and the Two-Strike Policy.

**Right to refuse entry**

* If you are showing symptoms of covid-19 (we may ask you for additional information).
* If you do not come gym or swim ready. If you are not wearing the appropriate clothing for the facility you want to use, you may be turned away (this excludes special circumstances).
* If you do not have a booked slot you will not be permitted entry into the leisure facilities.
* Any disregard of the rules and measures put in place will result in the refusal of entry.
* Hostility of any kind towards staff or guests will result in the refusal of entry.

Staff have the right to refuse anyone purposely ignoring our rules and measure we have put in place.

**Two-strike policy**

‘’2 strikes, and you’re out’’, this temporary measure is to ensure the safety of staff and all uses of the leisure facilities. if you are:

* Purposely break the rule.
* Purposely disregard the one-way systems.
* Purposely do not wipe equipment after use (gym).
* Purposely disregard our social distancing rules including, contact with people outside your household or bubble.
* Putting yourself or others safety at risk.

Anyone in breach of any of the list above will be issued a warning (Strike 1) along with an explanation of why the warning was issued. If a second occurrence is spotted you will instantly be asked to leave!

**We can not stress enough how important the temporary procedure and rules we put in place are. Failure to follow these rules may result in a second closure of our leisure club.**

**Additional Information**

**Classes**

Unfortunately, due to social distancing, infection control and the limited space we have in our facilities we are unable to offer any studio classes.

 We will be running 45-minute aqua classes on Monday, Wednesday and Friday starting from the 3rd august.

**PPE**

While we are providing sanitiser stations and cleaning materials, you will also be able to purchase hand sanitiser and face masks from reception.

**A Final Word**

We would like to say thank you for your patience in this difficult time. We have had to make drastic changes to our facilities and realise we are limited in what we offer. However, the information is constantly being updated and we are working tirelessly to adapt our procedures to be able to offer you the best service we can.

From the whole Leisure Team, we look forward to seeing you soon.