

### **Customer code of practice: -**

- Face coverings are still required in communal areas of our facilities
- Please download our Aneurin Leisure App to manage bookings
- Sessions need to be booked prior to attending the facility due to capacity being lower during this period
- Members can book 8-days in advanced for sessions
- All fitness classes will be 45 minutes unless stated otherwise
- All gym sessions can be booked for a 1-hour slot
- Please maintain physical distance from other facility users
- Please use the hand sanitizer stations provided around the facilities
- All toilet and shower provision are in normal operation
- Behaviour deemed inappropriate may result in customer being asked to leave and jeopardise your future membership
- Customer who continually book and don't turn up to session may be liable to charges

### **Gym:**

- Gym sessions can be booked by members on the app, non-members can book and pay via telephone
- Please clean machines and equipment following use utilizing our cleaning stations in the gym
- All equipment is operational with screens between to mitigate potential exposure
- Please make sure all equipment is put back and cleaned before departure

### **Fitness classes:**

- Fitness classes can be booked through the app by members 8 days in advanced
- Non-members can book and pay via telephone call 7-days in advanced
- Prior booking is advised due to limited capacities
- Fitness classes are still on a limited capacity
- Registers will be taken by the instructor
- Once the class is complete, please clean your equipment with the disinfectant provided

### **Swimming**

- Swimming sessions can be booked through the app by members, non-members can book and pay via telephone call
- Prior booking is advised due to limited capacities
- Please spend as little time as possible in the changing facilities due to the enclosed space
- Sessions will be designated on booking
- Capacities are limited within the pools to maintain physical distancing
- When resting please stay to the corner of the lane (do not congregate at the wall)
- Once you have completed your session please exit the pool via the exit signs
- All showers will be operational
- Exit the facility via the main entrance

#### Swimming club: -

- Follow the National Governing Bodies guidance for safe training
- A COVID officer must be appointed by the club

#### Swimming Lessons

- Due to COVID-19 we have capacity issues within our swim school. There are waiting list that we are working through, so please bear with us at this time.
- Please spend as little time as possible within the changing areas
- All facility users over 11 must wear a mask in the changing rooms and communal areas
- All lockers are operational
- Swimming directions will be issued by the teachers
- Once the session is complete parents should arrive on time to collect their child
- Showers are operational
- Exit the facility via the main entrance (follow one-way system)
- Spectating will have limited number during this period and bespoke viewing weeks will be available (Tredegar Sports Centre only)

#### Outdoors:

- All outdoor booking can be made by contacting the facilities