

# **Manor Leisure Gym & Swimming Pool – Opening 12<sup>th</sup> April – If all goes to plan.....**

The government in England has confirmed that our centres in England can reopen from Monday 12<sup>th</sup> April 2021. It's been a long time coming but hopefully we are now in a position to get you back to fitness and enjoying your local community leisure centre.

If you are a member paying for Fitness, Learn to Swim or any other type of membership we guarantee you won't have lost out and we will make sure you do not pay for a service that you were unable to use.

We want to give everyone the 'confidence and reassurance' to use our Centres now and in the future. For more information on our 'Customer Guarantee' [please follow this link](#).

Here are some answers to questions you maybe want to ask us at this time:

## **Frequently asked questions:**

### **When will you be opening?**

Following the Prime Minister's 'roadmap' announcement all our leisure centres in England will reopen on Monday 12<sup>th</sup> April at their normal opening time as advertised unless the COVID measures set out by government are extended but this is certainly our intention.

### **What will be re-opening?**

Opening times and our programmes will remain the same as they were prior to Lockdown 3.0 however, under the government restrictions we cannot operate our Group Exercise timetable (indoors) and certain other activities e.g., adult swimming lessons (in groups). Please contact your local Freedom Leisure Centre from Friday 9<sup>th</sup> April to check what activities and facilities are available.

### **What happens to my membership fees while you are closed?**

As you are aware, all membership payments were suspended and our COVID guarantee still stands, no one will be financially disadvantaged during lockdown. We will be writing to you by email or letter week commencing 15<sup>th</sup> April to let you know what we're doing with your direct debit collection and reactivating your membership(s).

### **What if I, my son or daughter are part of the Learn to Swim programme and come every week?**

We will be holding your time and day in our programme until we re-open. Lessons will recommence from Monday 12 April so get ready to get back in the pool. Please contact your local Freedom Leisure Centre from Friday 9<sup>th</sup> April to check if you're unsure.

### **Will Adult Swimming Lessons begin again on reopening?**

Adult 1-2-1 lessons will begin again from Monday 12<sup>th</sup> April however any Adult Group Sessions will not begin until 17<sup>th</sup> May.

### **What if I have booked for an activity or product during lockdown already?**

Don't worry you will not be out of pocket. We will hold your booking for you and when we re-open we will re-arrange your booking as soon as practical.

### What if we are a team or club who has booked (invoiced) and already paid for a pitch or sports hall space?

Don't worry you will not be out of pocket. We will be expecting you to settle any invoices already raised when we get to the end of your payment period and we will add the weeks of use to compensate for time lost.

### When will I be able to book a session in advance again?

All booking procedures will re-commence as they were prior to lockdown. If online booking is available at your centre and it was a requirement for you to book either a gym or a swim session or both before Lockdown, then please use this service from Monday 5<sup>th</sup> April. For other centres we will be able to take bookings from Friday 9<sup>th</sup> April by phone. Please note Group Exercise classes won't be available until Monday 17<sup>th</sup> May.

### How can I keep updated with any changes or adjustments to your programme?

We will be unable to answer the phones at site until Friday 9<sup>th</sup> April. However, we will be updating our social media platforms and website prior to reopening so please 'follow' your local leisure centre on Facebook and check back to their website or visit our [find a centre](#) page.

We thank you for the continued support of your local leisure centre and for your understanding.

We look forward to welcoming you back very soon.

