



THE CLUB

## THE CLUB AT BURNTWOOD COURT – COVID 19 FAQ'S

The safety of our members and staff is our highest priority. Initially things may have to operate with social distancing measures in place and in line with government advice for a little while longer. We are hopeful that things will, for most part, return to normal around 21<sup>st</sup> June 2021

We are sure all of you will have questions so here's our FAQs to help but if we have missed anything please do not hesitate to get in touch.

*Within this document we have assumed that dates initially indicated by the Prime Minister on 22/02/21 will apply. Should these dates change we shall apply the same principles to the revised dates and will publish updates in accordance with this.*

### WHAT ABOUT MY MEMBERSHIP FEES?

We shall calculate membership fees similar to the previous lockdowns. Assuming that nothing changes in respect of The Club being permitted to open on Monday 12<sup>th</sup> April 2021 the following will apply to all members:

- Any membership subscription paid for during January 2021 when The Club was closed will be deemed as a credit on your Account. The credit will be for the period 5<sup>th</sup> January – 31<sup>st</sup> January which will equate to 27 Days.
- This credit will be used for the period 12/04/21 to 08/05/21 (Inclusive).
- The next Direct Debit will be taken on or around 01/05/21 and will include membership subscription for 09/05/2021 to 31/05/2021
- The first "normal monthly" Direct Debit will be taken on or about 01/06/21 for the month of June 2021
- If you are an annual paying member your membership will automatically resume from 12<sup>th</sup> April 2021 you do not need to do anything, 97 days will be added to your contract end date. This is the period from 05/01/2021 to 11/04/2021.

### **Direct Debit paying members in the First 12 Months of their Contract please note:**

97 Days will be added to your contract end date which is the period from 05/01/2021 to 11/04/2021. Any time that we have been closed will not count towards your membership contract. The same will apply to any previous freeze or lockdown periods. As part of your initial 12 months contract you are legally obliged to fulfil a full membership subscription for a minimum of 12 months.

**If you have any further questions regarding membership please contact our sales and reception team on 01226 707099 or [theclub@burntwoodcourt.co.uk](mailto:theclub@burntwoodcourt.co.uk)**



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## WHAT IF I AM CURRENTLY ON FREEZE?

From 12<sup>th</sup> April 2021 anyone who was previously on a Frozen membership will be re-instated back to a Live membership. As you can appreciate we have been as flexible and fair as possible during this challenging time but we now we have to try and return to some normality and in order to continue providing our excellent facilities we need members to support us once again.

Of course there will be some exceptions. If you feel you fall into one or more of the following categories as per the Terms and Conditions of the membership agreement:

*60. With the consent of The Club membership may be suspended for the following reasons only; on medical grounds, redundancy or absence from the Club's catchment area due to temporary relocation (The catchment area is deemed to be a radius of 21 miles from The Club). Proof of the reason for requesting a suspension must be provided.*

Please contact us on [theclub@burntwoodcourt.co.uk](mailto:theclub@burntwoodcourt.co.uk) with supporting evidence of your circumstances and we shall be happy to review your request.

## WILL I GET A REDUCTION ON MY MEMBERSHIP?

We will not be offering a reduction on membership. We feel that in the circumstances there will be minimal disruption to the facilities and services and so does not warrant a reduction at this time.

## WHAT ARE YOU IMPLEMENTING TO KEEP MEMBERS SAFE?

During the period of the pandemic at The Club we have adjusted our operating procedures to fall in line with the Government and UK Active guidelines and will continue to do this. As always we will also require our members to play their part and ensure everyone remains safe.

It is each members' responsibility to ensure they know what the social distancing and face covering measures are and to comply with these measures at all times.

## WILL I STILL HAVE TO BOOK TO ATTEND THE CLUB?

Initially Yes. To assist us in effectively maintaining social distancing rules within The Club we are asking members to pre-book their visit from 12<sup>th</sup> April 2021 until around 21<sup>st</sup> June 2021. This may not be mandatory but it would help us maintain social distancing more effectively.

We have sessions available to book online for all areas. If you prefer you can also book over the phone on 01226 707099

***Remember: You can book as many sessions as you like each day and you don't have to arrive exactly at the start time of your session. We have tried to make this system as flexible as possible for members.***

## **ARE POOLSIDE AREAS OPENING?**

We plan to re-open the Main Pool, Children's Pool & Hydrotherapy Pool. Unfortunately we will not be re-opening the Steam & Sauna until around Monday 17<sup>th</sup> May 2021

## **WILL CHANGING ROOM & SHOWERS BE OPEN?**

Changing Rooms & Showers will be open. Until 21/06/21 at least we are asking members to only use the Changing Rooms & Showers if absolutely necessary.

Anyone using the gym only is asked to come to the gym ready to train. We advise against using the locker facilities unless they are needed for storing valuables.

## **WHEN AND HOW CAN I BOOK CLASSES?**

All members will be required to pre-book classes via telephone or our online booking system. Our new class timetable will be available to view and book on our website from Monday 5<sup>th</sup> April 2021.

We are anticipating that from 12<sup>th</sup> April 2021 we will only be permitted to offer classes outdoors. We are hopeful that the usual indoor classes will resume from around 17<sup>th</sup> May 2021. **All classes must be pre-booked.**

*Members will still retain the privilege of bookings 7 days in advance. Any member who turns up to a class and doesn't have a booking will not be allowed to participate in the class.*

## **WILL THERE BE A REDUCTION IN CLASS CAPACITY?**

Initially there maybe be a slight reduction in class capacity to enable us to adhere to government guidelines and stay safe. Please remember that these measures are being put in place to ensure everyone is kept as safe as possible. We hope to resume normal capacity from Monday 21<sup>st</sup> June 2021

## **WILL THE CLUB CAFE BE OPEN?**

At this stage we hope to re-open The Club Cafe Bar from 17<sup>th</sup> May 2021 further details will be published nearer to the time. What safer place to enjoy meals and drinks than your own private members bar.

To help facilitate social distancing we have introduced an online ordering app which enables you to order food & drinks directly from the app. The app won't be to everyone's preference so with this in mind we will still be taking orders at your table.

## **WILL THE SPA RE-OPEN?**

We are assuming that The Spa will re-open on Monday 12<sup>th</sup> April in line with the fitness facilities and will operate under government guidelines.

Appointments will be available to book online from Tuesday 30<sup>th</sup> March or by calling 01226 707099.