

WELCOME BACK TO LEISUREWORLD

The FAQs as set out below relate to LeisureWorld's response to Covid-19 and the re-opening of our services. This document will be updated regularly. We are so delighted to be opening our doors again and we look forward to seeing you soon. As we re-open, the health and safety of our team & customers is our **number one priority** and in response and to support efforts to help reduce the spread of the Covid-19, we have implemented new protocols, procedures and guidelines.

#BeKind

We really appreciate the hard work of our colleagues who are going over and above, as well as the support and patience that our customers are showing to all of our team as we strive to deliver great services and to keep everyone safe. Being Kind really helps us all play our part.

KEEPING UP TO DATE:

The key information we have listed below is subject to change depending on what the most up to date advice is at the time. If there are changes, we will contact our **customers directly through email**. Please note that we won't be in a position to answer queries made on our social media channels.

KEY RE-OPENING TIMES & DATES:

In line with the [**Government's Roadmap for Reopening and the easing of restrictions**](#), Team LeisureWorld has been working on our re-opening plan. This plan includes a number of important procedures to ensure that the required health & safety procedures are in place. Due to social distancing restrictions, and for the safety of our team and customers, we cannot fully resume all of our services at once and it means that we are re-opening our services on a phased basis.

OPENING TIMES:

Monday - Friday 8am – 8pm

Saturday 9 – 5pm

Sunday Closed

DATES:

SERVICE:	RE-OPENING DATE:
Pitches	29 th June
Gym	6 th July
Swimming Pools	20 th July PLEASE NOTE: <i>We will send through a further update on the re-opening of our swimming pools before the 20th July and when we are able to do so, we will give an update on swimming lessons and our other services</i>

UPDATE ON YOUR GYM MEMBERSHIP:

- All memberships will be unfrozen on the **20th July** (days will be extended to cover the closure period).
- All **Direct Debit** agreements will be reactivated with the first collection due on the 20th of July
- You will receive a membership update email from us with further information.

UPDATE ON PRE-PAID SWIMMING LESSONS

We will be in direct contact with parents and guardians over the coming weeks – please bear with us.

NEW PROCEDURES

Enhanced cleaning schedules and processes have been introduced throughout out facilities including:

- Hand sanitising stations.
- Social distancing measures.
- Rigorous cleaning policies.
- Covid-19 training for each member of our team.
- You may see staff wearing personal protective equipment (PPE).

GUIDELINES

- Our health and safety guidelines can be [found on this webpage](#)
- Our customer checklist can be [found on this webpage](#)

OUR NEW MEASURES FOR THE GYMS AT BISHOPSTOWN & CHURCHFIELD

PRE-BOOK YOUR GYM SESSION:

Some things will be different at LeisureWorld, but be assured, our new protocols and procedures have been created because your health and safety, in addition to that of our team, is our **number one priority**. It is really important that we all support efforts to help reduce the spread of Covid-19 by following the guidelines that have been set out.

BOOK IN ADVANCE:

- You will need to book in advance of attending the gym using our online booking system. Book your visit using the **LeisureWorld App** available on the App Store and Google Play
- If you have any issues with booking on the app, please email info@leisureworldcork.com - *please note that we won't be in a position to answer queries made on our social media channels.*
- Please come to LeisureWorld ready for your workout.
- Our changing areas are closed including our shower facilities & storage areas for bags.
- Please note we will **not** be taking bookings through social media

Booking your Session:

- There is a maximum number allowed in our buildings and the gym areas at any one time.
- To help us manage this, all bookings need to be made in advance.
- You can arrive at any time during the block you booked for a **maximum of 90 minutes**.

ARRIVING AT LEISUREWORLD

- If you are experiencing any symptoms of Covid-19, please do not come to LeisureWorld. Isolate at home and follow the guidelines as set out by the Health Authorities.
- Please come gym-ready and leave immediately after your workout.
- Follow the social distancing as set out with floor markings and signage.
- In the unlikely event that a gym area has reached capacity, you may be asked to wait until space becomes available.
- Ensure you sanitise your hands at the sanitiser stations provided.
- Changing facilities will be unavailable.
- Lockers will not be available.
- To stay hydrated, we encourage you to bring your own drink.

GYM SET UP

- Social distancing will be implemented in the gym. Keep this in mind when selecting equipment to use.
- Use hand sanitiser and wash hands regularly.
- Our gym team will be carrying out regular hygiene checks and cleaning.
- Please play your part and wipe down equipment before and after personal use. We will have cleaning products available for you to clean all equipment.
- We have kept all equipment available in the gym to offer as much variety as possible.
- Our gym team will be on hand to support and to answer any queries that you may have.
- **Please raise any concerns you may have immediately.**

LEAVING LEISUREWORLD

- Observe any one-way systems in place.
- Follow directional signage to exit by designated routes.
- Ensure you sanitise your hands at the sanitiser station provided.

OUR NEW MEASURES FOR PITCHES AT BISHOPSTOWN & CHURCHFIELD

Our pitches at Bishopstown and the Sam Allen pitches (Churchfield) will reopen on 29th of June (Please note these times are initial and will be reviewed)

- Bishopstown Pitches 5.00 pm 6.00 pm 7.00 pm
- Sam Allen Pitches 5.00 pm 6.00 pm 7.00 pm

HOW TO BOOK

- Bookings can be made by downloading the **LeisureWorld App**.
- **Pre-payment** is required on all pitch bookings.
- Cancellation 6 hours or more before booking start time = Full refund.
- Cancellation less than 6 hours before booking start time will incur a **€10 fee**.
- No Shows will be charged in full.
- Note that the person booking will be the relevant contact in relation to COVID-19 contact tracing should it be required and is required to have the contact details for all players that attend.

WHEN WILL SWIMMING LESSONS RESUME?

All swim lessons at LeisureWorld Bishopstown and Churchfield will be resumed as soon as it is safe to do so. We will be in touch with parents and guardians directly.

WHEN WILL FITNESS CLASSES RESUME?

Fitness classes will recommence as soon as it is safe to do so, based on Government guidelines. We'll give an update on this as soon as we can.