

## A Huge Welcome Back to our Budding Swimmers from Team LeisureWorld!

Earlier in the month, we began reopening the doors of LeisureWorld on a phased basis in line with COVID-19 guidelines from the Government. We really appreciate the hard work of our colleagues who went over and above, as well as the support and patience that our customers showed to all of our team as we strived to deliver great services and to keep everyone safe. Our team has also been working diligently behind the scenes on ways in which we can resume swimming lessons. This takes time so we appreciate your patience and understanding. We are thrilled to inform you that swimming lessons at LeisureWorld will be re-starting soon!

### Your Account Credit:

- Any swim lesson sessions owed to you from earlier this year are now credited in your account. We've given you a few options on ways in which you can use this:
  - You can use your credit against upcoming swim lesson courses
  - You can also use your account credit against other services and activities such as membership, a family swim, gym session, pool session or pitch hire
  - *We ask that this credit is used during 2020*

### Key Dates:

<b>Churchfield</b>	Lessons will restart Monday 10th August with limited availability There will be more sessions coming onstream from Monday 7th September
<b>Bishopstown</b>	Lessons will restart Monday 7th September
<b>Douglas</b>	LeisureWorld Douglas remains closed and is subject to re-opening approval from Cork City Council. We will make direct contact with parents when we are in a position to do so. Account Credit can be used in Bishopstown or Churchfield

### Days & Levels:

We have created a handy document that lists out the days, times and levels that will be available

### How the lessons will run:

- As we are reopening our facilities on a phased basis, we are still on reduced capacity. Due to COVID-19 precautions and staff working in defined groups, teachers will rotate every 5 weeks
- There will be a maximum of 4 classes running at any one time, so that the total numbers in the pool at any one time is below 50
- We would ask all parents to maintain distancing and minimise contact with touchpoints when attending lessons
- We would ask all parents to follow COVID-19 guidelines in relation to not attending if any symptoms present or guidelines in relation to travel and restricting movements

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### Book your spot:

### Priority re-enrolment:

- All previous enrollees will have priority re-enrolment for Churchfield until 10th August, & Bishopstown 17th August
- After these dates, sessions will be opened to the public and may limit availability for re-enrolment

### Contact the Reenrolment Team:

- We will have a team allocated to take calls to re-enrol on Tues 4th & 5th August 10 am -2 pm for Churchfield Lessons starting on the 10th August. Please call (021) 439 7868.
- We will have a team allocated to take calls to re-enrol on Tues 11th & 12th August 10 am-2 pm for Bishopstown & Churchfield Lessons starting on the 7th September. Please call (021) 434 6505.
- Outside of these times please email [info@leisureworldcork.com](mailto:info@leisureworldcork.com) with your contact details and we will contact you to help re-enrol
- Please note that we won't be in a position to answer queries made on our social media channels

### Important notice on Direct Debit:

- All Direct Debit enrollees need to re-enrol and setup a new mandate. Please have your bank details ready when you are calling to reenrol and please note this payment option includes child membership

We look forward to seeing you soon!

Team LeisureWorld