

WELCOME BACK TO LEISUREWORLD

This FAQ document sets out LeisureWorld's response to **Covid19** and the reopening of our services. This document will be updated regularly as the information listed below is subject to change based on what the most up to date guidelines are at the time. If there are major 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.

#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.

CUSTOMER SERVICE

The fastest way to contact us is through email: info@leisureworldcork.com

Our phone lines are open Monday – Saturday 9am – 5pm

-- Bishopstown 021- 4346505 --

-- Churchfield 021- 4397868 --

Please bear with us as we are currently experiencing a high volume of calls.

YOU ARE IN SAFE HANDS

For over 20 years, LeisureWorld has been providing swimming, fitness and recreation to the people of Cork. Our facilities are consistently maintained under the highest levels of safety and hygiene. We are an award-winning multi-site facility judged by an independent panel each year through the White Flag Awards. Year after year we retain the highest standard available, the Gold Award. This award is judged in four main categories, Safety, Hygiene, Customer Engagement & HR Criteria.

The health and safety of our team & customers is our **number one priority** and you can be assured that we have implemented the best Covid-19 protocols, procedures and guidelines in response to and to support efforts to help reduce the spread of the Covid-19.

While some things will be different at LeisureWorld, please be assured that our new protocols and procedures have been created because your health and safety, in addition to that of our team, is hugely important to us. 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.

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KEY RE-OPENING TIMES & DATES

In line with the [Government's Roadmap for Reopening and the easing of restrictions](#), we have implemented a number of important health & safety procedures. Due to social distancing restrictions, we cannot fully resume all of our services all at once.

OPENING TIMES:	<u>Bishopstown</u>	<u>Churchfield</u>
Monday -Friday	8am – 8pm	8am – 8pm
Saturday	9 – 5pm	9am – 5pm
Sunday	Closed	Closed

SERVICE:	RE-OPENING DATE:
Pitches	1st December
Gym	1st December
Swimming Pools	1st December
Swimming Lessons	TBC - Based on current guidelines
Fitness Classes	1st December

***WE WILL UPDATE ON OUR OTHER SERVICES WHEN WE ARE IN A POSITION TO DO SO ***

UPDATE ON YOUR MEMBERSHIP

- All memberships will be unfrozen on the **1st December**(days will be extended to cover the closure period)
- All **Direct Debit** agreements will be reactivated with the first collection due towards the end of July

UPDATE ON PRE-PAID SWIMMING LESSONS

- *A full update will be given once Government guidelines are clarified.*

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WHEN WILL SWIMMING LESSONS RESUME?

FULL DETAILS ON SWIMMING LESSONS CAN BE FOUND [HERE](#)

Churchfield	Lessons will restart once full guidance has been given from the Government.
Bishopstown	Lessons will restart once full guidance has been given from the Government.
Douglas	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. Please note that your account credit can also be used in Bishopstown or Churchfield

WHEN WILL FITNESS CLASSES RESUME?

Fitness classes will recommence once full guidance has been given from the Government.

NEW PROCEDURES

Enhanced cleaning schedules and processes have been introduced throughout our 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 here](#)
- Our customer checklist can be [found here](#)

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

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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 THE GYMS AT BISHOPSTOWN & CHURCHFIELD:

PRE-BOOK YOUR GYM SESSION

- You will need to book in advance of attending the gym using our online booking system. Book your visit using either the **LeisureWorld App** available
- If you have any issues with booking on the app, please email info@leisureworldcork.com
- 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, it will all be done through the official app

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**

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 & 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

OUR NEW MEASURES FOR SWIMMING POOLS

- Download our LeisureWorld App
- You will see that we have designated a number of sessions for swimming pool access
- Pools are only available to people aged 16 and over
- POOL SERVICES CUSTOMER UPDATE

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- Following a review of our pool services, we have made some changes to our admission policy:
- **16- & 17-year olds** will be able to use our pools without the need for an adult in the building. You need to first register with our reception team and once this has been completed, you will be able to use the app to book future sessions.
- **10-15 years old** children can use the pool but must have an adult in the facility who must be located in the gallery area for the duration of the swim. The adult must be registered on our system. Children cannot book in through the app unless the adult accompanying them is going swimming themselves.
- Any child that is **under 10** must still be accompanied by an adult in the water at all times. The child must be booked in as above and the Adult pre book themselves into the pool before they arrive.
- You can arrive at any point during that session
- You will be given a wristband & this will allow you 1 hour 15 minutes access
- You should maintain social distancing in all areas, especially corridors and changing areas
- Pre & Post rinse showers are available on entry & exit, but no hair washing or prolonged/private showers are allowed
- Lane swimming sessions will have various speed lanes, and you may be asked by the Lifeguard to move to a lane more suited to your swimming speed (if needed to help with social distancing)
- Family Swim bookings are for 4 (2 Adults / 2 Children or 1 Adult / 3 Children) Children under 4 are free, Children over 4 will be charged at entry, but parent should book in advance.

OUR NEW MEASURES FOR PITCHES AT BISHOPSTOWN & CHURCHFIELD

Our pitches at Bishopstown and the Sam Allen pitches (Churchfield) will reopen on 1st December

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|-----------------------------------|---------------------|---------|---------|
| • Bishopstown Pitches On the hour | 10.00 am to 8.00 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 and is required to have the contact details for all players that attend.