



**Health Club & Spa
Re-Opening Saturday 25th July**

After receiving the fantastic news that we can now reopen our Health Club & Spa we are taking all the necessary steps to prepare for welcoming all our fabulous members back to the club. We know, that for some of you, it will be a daunting prospect and we want to do everything we can to ensure you feel that you can return to the Health Club & Spa feeling safe. We have compiled below a list of the frequently asked questions we have been receiving since the announcement and hope that this provides you with all the information you need.

Frequently asked questions

When will we re open and will the opening times be any different?

We will be opening both the Health Club & Spa on Saturday 25th July. We will be amending our opening hours initially but hope to get back to normal as soon as possible. The new opening hours will be

	Health Club	Spa
Monday	6.15am – 20.00pm	Closed
Tuesday	6.15am – 20.00pm	Closed
Wednesday	6.15am – 20.00pm	9.00am – 19.00pm
Thursday	6.15am – 20.00pm	9.00am – 19.00pm
Friday	6.15am – 20.00pm	9.00am – 19.00pm
Saturday	8.30am – 16.00pm	9.00am – 16.00pm
Sunday	8.30am – 16.00pm	Closed

What are we doing to keep you safe?

Your safety and the safety of our team is our priority. We have followed all the guidance given to us from the government as well as the leading industry organisations such as UK Active and Cimspa. Please see below for just some of the measures we will have in place

- Temperature checks for both members & staff
- Hand sanitizer points on entry and exit and extra points within the gym
- Social distancing markers throughout the club
- Extra spacing between equipment
- Enhanced cleaning routines during the day with a full deep clean every night

- Ventilation. Thankfully, our ventilation runs on a fresh air system, so no recycled 'old' air meaning a much safer environment.

Will we be running studio classes?

YES! Absolutely, we understand the importance of our classes. However, we are strictly adhering to the guidelines which means the class numbers will be reduced significantly. We will be starting out with a reduced timetable and adding to this as we go. A new timetable will shortly be available.

When will I need to start paying my membership fees?

We will be reinstating membership from August 1st. You will not need to pay anything for the remainder of July. If you have not cancelled your direct debit then there is nothing you need to do, if you have cancelled your direct debit instruction then please contact us. Depending on how the date falls in the week, your direct debit date will continue to be between the 15th and 17th of each month.

What if I pay annually, have I lost the 4 months you were closed?

Absolutely not. All annual payers will have a 4-month extension to their contract meaning you will still receive the 12 months membership you have paid for.

Will I be able to use the changing rooms and showers?

The changing rooms and showers will be available; however, we do recommend arriving at the gym ready for your workout. If you do use the changing areas, then please exercise caution, and maintain social distancing. For the time being the Heat experience and sunbed will be unavailable.

I'm really pleased the gym is opening again but I am still shielding/not ready to come back, do I still need to pay?

No, we are very mindful of the fact that some people may still not feel comfortable with returning to the gym/class environment and may indeed still be shielding. If you feel this applies to you then please contact us and we will happily apply a further freeze to your membership. Please remember all contracts will need to be fulfilled once you feel comfortable to return.

Will numbers in the gym be restricted and will I have to book?

We are fortunate to be a small independent health club without the need of thousands and thousands of members. Even during our peak hours, we do not reach the capacity that our floor space allows. We will monitor numbers on the gym floor but do not predict that anyone will have to wait. We do have the facility to create a booking system, but we are hopeful of not having to implement one.

Spa and Spa Membership

Spa membership will also start from 1st August. We will be offering a reduced treatment menu in line with the government guidelines. The Spa team will be in touch over the next two weeks to talk you through what is available and to discuss your requirements.

We will soon be advertising the treatments that are available and you will be able to book treatments via email from Thursday 16th July (info@thechasegolf.co.uk) and via telephone from Monday 20th July.