

REOPENING OUR GYMS

# MEMBERS INFORMATION

IPSWICH

## **When will the gym be open?**

The gym will reopen on Monday 14<sup>th</sup> December. To begin with we will be operating reduced opening times to allow us to get used to the new guidelines and give us time for additional cleaning etc. Please check the website or our social media pages for the current times.

## **I cancelled my Direct Debit – how do I restart my membership?**

If less than 6 months has passed since you cancelled your direct debit we will be able to restart your membership easily. Email us [ymcafitnessIps@ymcatrinity.org.uk](mailto:ymcafitnessIps@ymcatrinity.org.uk) or call us during opening times on [01473 252456](tel:01473252456) and we will be able to arrange this. Please include your full name and contact telephone number in your email.

You will be asked to make one initial payment over the telephone to restart your membership then your direct debit will resume. You will be unable to book a gym session or class until your membership has been restarted.

## **Is there anything for me if I don't want to visit yet?**

We're pleased to be able to offer a very special range of classes via Zoom which will give you the chance to work out in your own home.

Click [HERE](#) to view the class programme

## **Can I just turn up?**

Yes. However due to social distancing regulations we have had to reduce the number of people allowed in the gym at any one time. If you wish to guarantee your spot you can book a gym session online at <https://ymcatrinity.leisurecloud.net/Connect/mrmLogin.aspx> or call us during opening times on [01473 252456](tel:01473252456)

Gym sessions are 60 minutes, with staggered start times every 15 minutes. If you wish to work out for longer you will need to book consecutive sessions. Please do not book longer than you need, as this means other members may not be able to book for their preferred time. If you are unable to attend a session and do not let us know you will be charged a penalty fee of £6 and suspended from online booking. Cancellations will only be accepted up to 60 minutes prior to the start time.

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

**Where do I sign in?**

In order to monitor our capacity, you **must** sign in at reception for gym sessions. When you arrive at the gym please maintain distancing in the queue, and wait to be signed in by a member of staff before starting your session. Please also let someone know as you leave so we can sign you back out. This will help us support the NHS Track & Trace program. For classes please arrive in plenty of time and maintain distance while queuing to register with the instructor.

**What are you doing to keep us safe?**

Our team have worked hard to get the gym ready for opening, and will be undertaking regular reviews of all the processes over the coming weeks. They are undertaking enhanced cleaning throughout each day, and we ask that you support this by using the materials provided to clean each piece of equipment after use.

**Can I book a PT session?**

No. At the moment we are unable to undertake PT sessions. However our staff will continue to be available for support and advice during your workout.

**Do I need to wear a mask?**

No. We are operating with social distancing in place so you do not need to wear a mask or any other PPE. However if you prefer to do so you will need to provide your own and dispose of it at home after use.

**Can I use the changing rooms / lockers?**

No. At this time we ask that you come dressed and ready to work out, and do not bring with you anything more than is absolutely necessary. To reduce queuing and contact the lockers and changing rooms are currently closed. While our toilets are cleaned regularly, they should not be used except in emergencies.

**What will it be like?**

We're working hard to make sure that your gym experience is just as good as it's always been. Our team will still be around to help, and we hope you'll find it not too different. We are restricting numbers so you'll see less people in the gym. You might also see that equipment has been moved around or taken out of use to make sure we comply with distancing regulations. We ask that you look at the signage and abide by the guidelines to ensure a safe and enjoyable experience can be had by everyone.



YMCA TRINITY GROUP

## COVID - 19

### MEMBERS INFORMATION

**To comply with the latest government guidelines we ask that all our members please:**

- ▶ Do not visit if you or anyone in your household is unwell or showing symptoms of Covid-19
- ▶ Sanitise your hands on arrival and at regular intervals
- ▶ Only come to the gym if you have booked a session or a gym class in advance
- ▶ Sign in and out with a member of staff to help us monitor our capacity
- ▶ Arrive ready to work out, changing rooms and lockers are not available
- ▶ Adhere to social distancing while queuing and in the gym
- ▶ Be respectful of other members and our staff and volunteers
- ▶ Take note of the signage and directions in the gym
- ▶ Clean down equipment before and after use using the materials provided
- ▶ Bear with our staff members as we monitor and review these new processes.

[www.ymcafitness.org.uk](http://www.ymcafitness.org.uk)



YMCA Gym Peterborough  
YMCA Gym Cambridge  
YMCA Gym Ipswich



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