

Doon Valley Leisure Centre Reopening

Reopening of Services dates

(Please refer to relevant sections below for restrictions)

Synthetic Grass Pitches – 31st August

Gyms and Fitness Classes – 14th September

Sports Hall / Sports Court bookings – anticipated 28th September

Sports Coaching / Kids Activities – anticipated relaunch date 19th October

Swimming Pool – 19th October

Swimming Lessons – 19th October

As per government guidance, we ask that you wear a face covering when you are indoors and not taking part in exercise.

We would like to offer a warm welcome back to all our customers and hope that as time progresses, we can return to normal conditions but in the meantime we have introduced a number of control measures which must be adhered to at all times to keep users and staff as safe as possible. Please take the time to read the information below.

Opening Hours from 14th September

Monday – Thursday 9am-9pm

Friday 9am-4pm

Saturday and Sunday – 10am-3pm

Venue Timetable

Our venue Fitness Class timetable can be viewed here;

<https://eastayrshireleisure.com/sport-fitness/fitness-class-timetables/>

Our venue Swimming timetable can be viewed here;

<https://eastayrshireleisure.com/sport-fitness/swimming-lessons/>

Bookings

For all bookings you are required to have a customer profile set up on our booking system. This can be completed by yourself online or by contacting (01292 550665).

Please note no bookings will be accepted via social media.

Relevant booking forms, Terms and Conditions MUST be completed and emailed to the venue doonvalleyleisurecentre@eastayrshireleisure.com prior to your booking being confirmed (where applicable)

All bookings must be pre booked and paid for in advance by calling the venue on **01292 550665** during opening hours.

No cash payments will be taken.

- East Ayrshire Leisure Fitness Members can book gym sessions, fitness classes, Racquet sports and Lane Swimming 8 days in advance,
- Non-Members can book gym sessions, fitness classes, Racquet sports and Lane Swimming 7 days in advance.
- Synthetic Grass Pitch and Sports Hall bookings can be made up to 7 days in advance. The current user has 1st priority for the slot for the following week.
- All sessions/classes must be pre-booked and paid for in advance.

Cost

All Fitness and Learn to Swim Direct Debit Memberships remain frozen at this time.

Pay As You Go for Fitness Classes, Gym Sessions & Racquet Sports will begin from Monday 14th September – Wednesday 18th November, with current frozen members receiving a discounted rate.

	Member	Non-Member
Gym (45min)	£3.50	£5.30
Gym U18 (45min)	£2.00	£3.70
Fitness Class 45min	£3.50	£4.80
Fitness Class 30min	£2.50	£3.20
Fitness Class U18 45min	£2.00	£4.80
Fitness Class U18 30min	£2.00	£3.20
Badminton / Short Tennis	£6.40	£7.50
Badminton / Short Tennis U18	£4.95	£5.80
Table Tennis	£4.40	£5.20
Table Tennis U18	£3.05	£3.60

OR TAKE ADVANTAGE OF OUR #MAKETHECOME BACK MEMBERSHIP

Existing Frozen Members

Our **#MAKETHECOME BACK** Membership will be on sale from Thursday 10th September – Monday 26th October for only **£18.00** and will be valid until 18th November. This will get you access to our Fitness Classes & Gym Sessions.

To take advantage of this offer please contact your venue from Thursday 10th September where you will be able to pay for the membership over the phone.

Non Members

Our #MAKETHECOMEBACK Fitness Membership (access to gym and classes) offer is open to Non members and can be purchased anytime between the 10th September and 26th October by contacting your local venue and paying for it over the phone.

Cost - £18

Valid for 1 month at which point you would be required to sign up to one of our Direct Debit memberships. For more information on our Direct Debit memberships; <https://eastayrshireleisure.com/sport-fitness/memberships-fitness/>

Reinstating Fitness Direct Debit Memberships

All Fitness Membership Direct Debits (including Swim Only) will be re-instated from **Thursday 19th November**, with the first payments being collected on **1st/15th December**.

The period from 19th November until your collection in December is the period you paid for back in March when guidelines were published by the Government to close all our venues.

To support our communities we are reducing our Gold & Silver Members (Single & Joint) monthly Direct Debit to £22.00 per person per month until 1st April 2021.

(please note Silver members will enjoy all the benefits of the Gold membership during this period)

Cancellation Policy

All cancellations must be completed by contacting the venue 01292 550665.

If the class/booking is cancelled by East Ayrshire Leisure you will be contacted and offered a refund or the option to move to an alternative date.

If you wish to cancel your booking, it is nonrefundable.

COVID-19 Symptoms

- We ask that if you develop any symptoms associated with COVID-19 prior to your session/class that you cancel.
- Should you develop any symptoms following your session/class you should follow the Scottish Government Contract-Tracing guidelines. <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-contact-tracing>.

- In line with Scottish Government recommendations if you have never booked with us before we will ask you for some basic personal details to set up a profile with us at the time of booking.
- Please note, should you be unable to attend a session/class due to self-isolating we can offer to move your booking to an alternative date.

Please take note of the following information & safety measures and ensure that they are adhered to at all times.

Arrival/Departure

- You should not arrive more than 10 minutes prior to your pre-booked slot/class
- You should arrive ready to participate in the session/class.
- You **MUST** queue outside the venue at the appropriate markings until such time a member of staff allows you to enter.
- You should check-in at the venue office or with the designated member of staff.
- We recommend bringing your own hand sanitiser for use during your visit, however hand sanitising stations will be available throughout the building.
- At the end of your booking you are expected to leave the facility immediately.

Facilities

- Toilet facilities will be available but physical distancing must be adhered to at all times.
- Changing rooms will be closed at this time.
- You should follow all signposted instructions and any one-way systems.
- Physical distancing rules outlined by the Scottish Government should always be adhered to. <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-physical-distancing>
- Please ensure you read the UK Active Statement within our fitness venues and consult your doctor prior to booking a slot if you are unsure of any guidance.

Gym

(Monday 14th September)

- Gym slots will be booked and last for 45 mins, with appropriate change over times in between sessions for cleaning high risk touch points.
- Gym slots **MUST** be pre-booked via the telephone. Anyone turning up without a prior booking will be turned away without exception.
- Gym equipment will be spaced out in the gym accordingly to allow for social distancing.
- Please ensure you clean the equipment before and after use, using the cleaning solution provided.
- Specified clean times will be allocated throughout the day to allow staff to deep clean these areas.
- No personal belongings such as sports bags, handbags will be permitted in the gym.
- Please do not bring a personal towel to wipe down equipment, use appropriate solution and disposable paper towels provided.

- Please ensure you bring your own water bottle already filled up. The water cooler will not be available for use at this time.
- Please ensure physical distancing is adhered to within the free weights area.
- Should you feel physical distancing is not being followed please inform a member of staff.

Fitness Classes (Monday 14th September)

- Classes must be booked in advance.
- There will be appropriate change over times in between classes to allow for the cleaning of equipment and reduce the risk of grouping.
- Where appropriate markings may be placed on the floor to identify your workout area.
- Music will be played at a lower level than normal.
- Please assist our instructors and wipe down your equipment after use.

Synthetic Grass Pitches (Monday 31st August for Training) (Saturday 19th September for Friendly Matches)

- Our Synthetic grass pitches are bookable for organised outdoor contact sport for all ages subject to guidance from the Scottish Government and the Scottish Football Association.
- All clubs **MUST** ensure they have completed relevant risk assessments and adhere to all guidance issued by the Scottish Government and National Governing Bodies.
<https://www.scottishfa.co.uk/footba.../return-to-football-hub/>
- Clubs are required at the time of booking to provide us with the name and contact details for their COVID officer.

Synthetic Grass Pitches Midweek Training Bookings

- Bookings for Mid-week training can only be taken up to 7 days in advance, with the current user having first refusal of the slot.
- Bookings are available on a pay as you go basis or you can take out a block booking. Should you take a minimum of 32 sessions prior to 4th July 2021 and/or you are a member of East Ayrshire Sports Council you can receive discounted rates. For further information contact the venue.
- For further details on how to book our synthetic grass pitches including our terms & conditions, please contact the venue.

Synthetic Grass Pitches Weekend Bookings

- Weekend friendly matches can take place from Saturday 19th September.
- Bookings can be made from Monday 14th September following our normal weekend booking process, details of which can be found [here](#)
- Due to current circumstances bookings will be for either 45 min or 1 hr 45 mins to allow a 15 minute changeover period between matches.

- Players must not arrive more than 30 minutes prior to their booking starting and are asked to leave immediately after their booking has finished.
- No spectators will be permitted at this time.
- There will be no changing room access at this time so come match ready.
- Limited access will be available to toilets for players and coaches only, with only 1 person allowed in the building at a time.
- Team must adopt the Red, Amber and green zones outlined by the SFA.

Sports Hall / Gymnasium Hall Bookings (excluding Racquet Sports) (Monday 28th September)

- Our Sports Halls are bookable for
 - Non-contact activities for Adults and young people (12yrs+) where social distancing measures are in place.
 - Contact and Non-contact activities for Children (0-11)
 - Subject to guidance from the Scottish Government and relevant National Governing Body.
- Maximum capacity numbers (including coaches) per session are

11yrs and under

- *20 participants per division (including coaches) e.g. in a 3 badminton court hall a maximum capacity for 1/3 of the hall would be 20 and the full hall would be 60*

12yrs+

- *9 participants per division (including coaches) e.g. in a 3 badminton court hall a maximum capacity for 1/3 of the hall would be 9 and the full hall would be 27*

Please note that your NGB guidance must be adhered to so if the number stipulated within their guidance is less than the capacity numbers above you must stick with the NGB advice.

We have calculated these capacity numbers based on the following guidance issued by sportscotland <https://sportscotland.org.uk/media/6095/phase-3-return-to-sport-and-physical-activity-guidance-100920-final.pdf> and <https://sportscotland.org.uk/covid-19/getting-your-facilities-fit-for-sport/> in addition to speaking to Sportscotland to clarify our logic.

- Bookings can only be taken up to 7 days in advance, with the current user having first refusal of the slot.
- Any club/organisation who had a block booking with us the week beginning 16th March prior to lockdown will be contacted by venue staff from Thursday 17th September to discuss your booking. As you can appreciate we may not be able to offer you the exact day, time or area you had previously due to guidance and restrictions e.g. having to stagger booking times, limited capacity numbers, implementing cleaning times in between bookings. We will do our best to accommodate you as close to your previous slots however we ask that you can be flexible and work with us at this time.
- Block bookings will take priority. Deadline for bookings to be confirmed by the club/organisation will be Wednesday 23rd September. Any available sessions after that will be released to the general public on Monday 28th September.
- Sessions will be booked as 45mins slots to allow for change overs and cleaning to be carried out. If you book more than one hour then it will be the last hour of your booking

that will be reduced to 45mins and priced accordingly. You will be charged accordingly for this and will be reviewed as time moves on.

- All clubs MUST ensure they have completed relevant risk assessments and adhere to all guidance issued by the Scottish Government and National Governing Bodies.
<https://sportscotland.org.uk/covid-19/>
- Clubs are required at the time of booking to provide us with the name and contact details for their COVID officer.
- Bookings are available on a pay as you go basis or you can take out a block booking. Should you take a block booking from Monday 28th September till December 2020 you will receive our 15% discounted rates to help you #makethecomeback. For further information contact the venue.
- Our prices can be viewed [here](#)

Racquet Sports (Monday 28th September)

- Bookings for indoor casual racquet sport courts can be taken for singles only.
- 12yrs+ must adhere to social distancing.
- You must bring your own equipment as our hire service will not be available at this time.
- Our prices can be viewed [here](#)

Sports Coaching / Kids Activities (Anticipated relaunch date 19th October 2020)

- Further information will be issued out through social media, our website and direct contact with previous participants within our sports coaching programmes in due course.

Swimming Pools (Monday 19th October 2020)

- Public Swim slots will last for 1 hour, which includes changing time before and after your swim. Appropriate change over times in between sessions will be scheduled in the timetable for cleaning of high risk touch points.
- Customers should arrive no more than 10 minutes before their session is due to start.
- Public swim sessions will consist of lane swimming. Three (wider) lanes will be available suitable for different abilities, slow, medium and fast. Sessions at this time will be for 16yrs+ or 12-15yr olds if they be accompanied by an adult.
- At this time there will be a maximum of 4 swimmers per lane.
- Public Swim slots MUST be pre-booked via the telephone, booking into the appropriate lane. Anyone turning up without a prior booking will be turned away without exception.
- All customers should arrive 'Beach Ready'. Swimming attire on underneath your clothing and ready to swim.

- Please avoid bringing too many personal belongings with you. Lockers will not be in use, please leave all belongings in the designated area, which will be locked during your session.
- Showers will not be available. Customers should shower before arriving at the centre. This will be reviewed and adapted as soon as possible.
- Distancing guidance should be followed when moving through the centre.
- Please follow the one way systems within the centre and on poolside.
- A face mask must be worn when moving through the centre.
- No spectators will be allowed.
- If required, please ensure you bring your own water bottle already filled up. The water cooler will not be available for use at this time.
- Should you feel physical distancing is not being followed please inform a member of staff.
- Please respect other swimmers and do not overtake whilst swimming. Before pushing off at each turn, check to see if anyone faster is approaching and let them pass.
- Please be aware that butterfly stroke is not permitted at this time.

Swimming Lessons (Week Beginning 19th October 2020)

Due to the size and the social distancing requirements that would be required for parents within our swimming pool changing rooms we will be unable to relaunch our Learn to Swim programme in its previous format.

We will therefore initially be starting back our swimming lessons from Swim Skills 2 and above from the week beginning Monday 19th October. All other levels, including our Adult & Baby, Child and Toddler lessons will remain under review with customers being updated accordingly.

Learn to Swim Membership Direct Debits will be re-instated from **Sunday 18th October**, with the first payments being collected on **1st/15th November**.

The period from 18th October until your collection in November is the period you paid for back in March when guidelines were published by the Government to close all our venues.

Please note that anyone within a level that will not be starting back the week beginning 19th October, your membership will remain frozen.

- Centre staff will be contacting all Learn to Swim members from Monday 5th October. They will be initially contacting Swim Skills level 2 and above and then will be contacting all other levels to have a discussion about the current situation.
- Swimmers should arrive no more than 10 minutes before their lesson is due to start. A member of staff will meet swimmers at the front entrance prior to the lessons starting to take a register.
- All swimmers should arrive 'Beach Ready'. Swimming attire on underneath your clothing and ready to swim.
- Parents should drop their children off at the front door and wait in their car within the car park.
- All parents must contact the venue by phone to ensure we have the contact number on record of the person waiting within the car park in case of an emergency.

- Please avoid bringing too many personal belongings with you. Lockers will not be in use, please leave all belongings in the designated area.
- Showers will not be available. Customers should shower before arriving at the centre.
- Swimmers should wait in the changing areas until their instructor calls them. They **MUST NOT** make their way onto poolside.
- Distancing guidance (where applicable) should be followed when moving through the centre.
- Please follow the one way systems within the center.
- All teachers will be teaching from the side of the swimming pool
- We will encourage social distancing between the children in lessons, however guidance states this is no longer necessary.
- A face mask must be worn when moving through the centre for anyone 5 years and over unless they have a health condition that exempts them from wearing one.
- No spectators will be allowed.

Parents – How can you help?

- Speak to your child about what will be different and what to expect.
- Remind them that their teacher is there to help and support them and it's new for everyone.
- Let them know teachers will be recapping on core skills to develop confidence and to keep it fun.
- Practice these tasks with your child;
 - Putting goggles on and adjusting unaided for a neat fit.
 - Getting in and out of a swimming costume or trunks when wet.
 - Going to the toilet without help.
 - Drying and dressing themselves.
 - Packing their own bag and keep it simple; costume, towel, goggles.
- Please ensure all hair is tied up prior to entering the building
- Use hand sanitiser and wash stations wherever they are available.
- Be fast! Spend as little time as possible in the changing rooms.
- Keep a safe physical distance at all times.
- Please make sure we have an up to date contact number should we need it to contact you during the lesson.
- Ensure your child knows what will happen.
- If your child has additional support requirements or you have any concerns, please contact the facility to discuss.
- Help us to be safe by ensuring your child changes and leaves the building via the one-way system in a timely manner after the lesson.
- We appreciate both swimmers and parents may be keen to catch up with fellow swimmers and parents, please be courteous to others and do so in a safe space outside the building.

Swimming Clubs / External Pool Hire (Week Beginning 19th October 2020)

Please contact the venues directly to discuss your specific bookings.

Kids Birthday Parties **(No date confirmed)**

- Further information on Kids Birthday Parties will be issued out in due course

Summary

As stated, it is our ambition to return to facilities in a safe and responsible manner and all the above, whilst restrictive, is designed to achieve this aim. We do need the support and patience of our customers in these difficult times and we hope you will respect that our staff are keen to assist but East Ayrshire Leisure will not allow them to be placed in a position of unacceptable risk. The information above has been prepared to meet the Scottish Government guidelines. East Ayrshire Leisure reserve the right to remove any individual who is found to be knowingly in breach of the guidance or the spirit of this guidance and will not hesitate to do so.

Finally, please be reassured that we will be carefully monitoring the implementation and impact of these controls and will amend and improve practice for the benefit of all wherever and whenever possible.