

# WHAT TO EXPECT WHEN YOU COME TO THE COACH HOUSE

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We are making a commitment to follow the latest government guidelines and protocols with regard to Covid-19. Hygiene and cleanliness have always been a priority, however enhanced measures are in place to provide all visitors to the Coach House a safe place to train, workout and enjoy classes. While things will appear a little different, due to the changes we have had to make to facilitate social distancing and enable you to return with confidence, the Team really look forward to welcoming you back. Do get in touch by e-mail if you have any concerns that we have not addressed.

## THE TEAM

If any member of the Team displays symptoms, has been in contact with anybody who displays symptoms or lives in a household where a family member is unwell or displays symptoms of Covid-19, that Team member will not be permitted to work.

All Team members have taken part in a Covid Secure training and induction by the HR Team. Thorough and regular handwashing and sanitation will be observed by all Team members and there will be adherence to social distancing by everyone. Rest assured, you will still be greeted with a smile and warm welcome when coming to the Coach House, it will just be at a polite distance.

## ARRIVAL

In line with government guidelines, we expect visitors to the Coach House to sanitise their hands both on arrival and departure. Sanitising liquid is available at reception. For your personal safety, please use your NHS Test and Trace App to check in using the QR code at the Coach House Reception.

## STUDIO

Classes are being run with restricted numbers to ensure social distancing and must be pre-booked. Some classes are being live streamed so that members can take part from home. If you are taking part in yoga or a Pilates class at Combe Grove, we require members to bring their own mat. The studio will be hygienically cleaned between classes and deep cleaned at the beginning and the end of each day. The Studio remains well ventilated at all times. All live classes must be booked in the usual way online.

## ONLINE CLASSES

Due to all the positive feedback and to allow as many members as possible to safely continue to exercise, a reduced timetable of online classes will supplement the live classes. These will continue in the usual way and will not need to be pre-booked. You will continue to be sent the link on a weekly basis.

## GYM

You will find screens in place in between cardio equipment. Sanitising spray and clean, re-useable towels are in constant supply to self-clean equipment before and after use. The Coach House and House Keeping Teams are ensuring that all touchpoints are regularly sanitised. The gym is deep cleaned at the beginning and end of each day and is kept well ventilated at all times, the windows remaining open to allow a regular flow of fresh air.

## GYM NUMBERS & SESSION TIMES

In order to maintain social distancing, numbers will be controlled, and sessions will be limited. There is currently a limit of 8 people (plus a team member) in the Gym.

## OUTSIDE MARQUEE

Sanitising spray and blue paper is in constant supply to self-clean Spin bikes before and after use and the Wellness Team and House Keeping Teams ensure all touchpoints are cleaned regularly. The marquee sides are up for increased ventilation. Numbers will be 14 in Spin Classes to accommodate social distancing and all classes must be pre-booked online.

## SOCIAL DISTANCING & PPE

You will not see lots of tape marking in the public areas of the Coach House, instead we are using reminder signs to maintain a polite social distance while waiting for classes, entering the gym and studios and when attending classes. Please do not wear gloves as there is a high risk of cross contamination and government guidelines recommend not wearing masks while exercising.

## CHANGING ROOMS

Changing facilities and conveniences at the Coach House are now open in line with government guidelines. Regular cleaning takes place and deep cleaning at the end of each day. Please maintain social distancing and keep a polite distance from other Members of The Club at Combe Grove. Regular and thorough handwashing is encouraged.

## CLEANING

Housekeeping have carried out an enhanced cleaning programme prior to the Coach House reopening. Trained members of our Housekeeping and Wellness Teams are present during opening hours to uphold our enhanced cleaning policy in all public areas. In line with this, all printed materials and shared amenities have been removed from the Coach House.

## TOWELS

To eliminate the spread of any infection, we will not be able to provide towels at the Coach House.

## WATER

Members should bring their own water bottle. While the water fountains will be switched on and water bottles can be refilled, we have removed disposable cups to eliminate the risk of spread of any infection.

## POOLS

There will be changing pods poolside and the Changing Rooms are open, so you can choose to change wherever you feel more comfortable. The pools will be marked with lanes (3 lanes in the indoor pool, 2 lanes in the outdoor pool) and a 30-minute lane swim can be booked in advance via the online booking system.

## TEST AND TRACE

In accordance with government guidelines, a record must be kept of all onsite visitors. Please check into the Coach House using your membership band within 5 minutes of your booked activity and leave promptly after your activity has finished. For your added reassurance, please use your personal NHS Test and Trace App to check into the Coach House using the QR code at Reception.

Members playing Tennis are requested to keep a record of their own visiting times, who they played with and to advise the Team if either party becomes unwell or displays symptoms of Covid-19.

If any visitor to the Coach House, outdoor pool or tennis courts displays symptoms of Covid-19, please call the Team straight away on 01225 834 644 or email [hello@combegrove.com](mailto:hello@combegrove.com).

The whole Team very much look forward to seeing you at The Club at Combe Grove

June 2021

**COMBE  
GROVE**