

WHAT TO EXPECT WHEN YOU COME TO THE COACH HOUSE

We are making a commitment to follow the latest government guidelines and protocols with regard 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

Regular temperature checks are being carried out and 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 will be available at reception. We request that members minimise the number of personal items that they bring, limiting these to car keys, water bottles and other activity specific items.

STUDIO

The studio will have floor markings to facilitate social distancing during classes. Classes will run with restricted numbers and must be pre-booked. Some classes will be live streamed so that members can take part from home. If you are taking part in yoga or a Pilates class, 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 will be kept well ventilated at all times.

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.

There will also be live and online streamed classes happening in the Oak Room. All live classes will need to be booked in the usual way online. In the Studio we have limited the numbers to 9 and in the Oak Room to 10. If you are attending classes in the Oak Room. Please enter at the far end of the building via the spiral staircase

GYM

Some machines will remain in hibernation to accommodate social distancing. Sanitising spray and blue paper will be in supply to self-clean equipment before and after use and the Coach House and House Keeping Teams will ensure all touchpoints are cleaned regularly. The gym will be deep cleaned at the beginning and end of each day and be kept well ventilated at all times.

GYM NUMBERS & SESSION TIMES

In order to maintain social distancing, numbers will be controlled, and sessions will be limited. 50-minute gym sessions must be pre-booked. There will be a 10-minute turnaround time to allow the Team to sanitise the gym between sessions. A maximum number of 6 members (plus a Team member) will be able to use the gym at any one time and entry times for other activities will be staggered to allow socially distanced entry and exit to the Coach House for classes.

SPIN STUDIO

Sanitising spray and blue paper will be in supply to self-clean equipment before and after use and the Coach House and House Keeping Teams will ensure all touchpoints are cleaned regularly. The Spin Studio will be deep cleaned at the beginning and end of each day and be kept well ventilated at all times. Numbers will be reduced to 6 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 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 at the Coach House will remain closed in line with government guidelines. The toilets will however be open. Please maintain social distancing and keep a polite distance from other users. Regular and thorough handwashing is recommended.

CLEANING

Housekeeping have carried out an enhanced cleaning programme prior to the Coach House reopening. You can read more about our CleanAssure+ procedure in our Covid Secure Policy at www.combegrove.com. Trained members of our Housekeeping and Coach House Teams will be present during opening hours to uphold our enhanced cleaning policy in the 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 and politely request that own towels are **not** brought to the gym or classes. Disposable blue paper will be available, which can be disposed in the lidded dustbins in the gym and studio.

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

Please come to the pool ready to swim. There will be changing pods poolside to leave your clothes and essential belongings poolside. 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.

Temporarily, there will be no loungers at the poolside. This is to enable visitors to maximise time in the water and allow as many members as possible to have access to the pool for swimming.

TRACK AND TRACE

In accordance with government guidelines, a record must be kept of all onsite visitors. Please sign into the Coach House using your membership card within 5 minutes of your booked activity and leave promptly after your activity has finished.

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.

The whole Team very much look forward to your return to the Coach House!

21 JULY 2020

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