



GYM RE-OPENING FAQ'S

During our closure we have put together a number of measures in order to keep you and our team safe.

Below are our FAQ's; simple answers to the most commonly asked questions (or questions you may have) about our reopening. More information will be added in due course.

WHAT ARE YOUR OPENING HOURS?

We have slightly different opening times: We will be open from 6.30am - 10pm Monday to Thursday and 8am-8pm Friday – Sunday. Please note these are subject to change.

HOW DO I ENTER THE GYM SAFELY?

We will be providing sanitising stations before and after you enter and leave the gym, as well as compulsory temperature checks upon entry. Whilst wearing masks is not compulsory, all front of house staff will be wearing them when serving you. If queuing is required, do so with social distancing in mind – floor signs will be placed where it is safe to stand.

HOW LONG CAN I STAY IN THE GYM?

Gym sessions have been set at 60 minutes and swim sessions set at 45 minutes. We are trying to keep occupancy numbers as low as possible at any given time, so if you can, please try and avoid peak hours.

WILL I BE ABLE TO HAVE PERSONAL TRAINING SESSIONS?

Yes, you will still be able to have sessions with personal trainers as long as social distancing measures are adhered to.

ARE YOU LIMITING NUMBERS?

Yes, we are limiting capacity so we can provide a safe environment. An online booking system is being introduced with the reduced capacity numbers in mind and areas will be manned to ensure numbers do not reach or exceed capacity.

WILL I BE ABLE TO TRAIN WITH A FRIEND/IS SPOTTING ALLOWED?

No, unfortunately not unless you live in the same household and you are both members. No spotting will be allowed either currently.

HAVE YOU GOT A BOOKING SYSTEM?

We have introduced a booking system for all areas of the club; gym, swimming pool, classes squash and tennis – which will all be able to book via our online member portal. In order to book, simply login via our weblink, add your specified bookings to your basket and checkout – we can also take bookings over the phone, but where possible, please book online.

WILL I NEED TO QUEUE?

You may have to queue depending on occupancy levels; however, it should only be for a short period of time whilst we get you checked in.



HOW WILL YOU BE KEEPING THE GYM CLEAN

We have increased our cleaning schedule across all our areas, throughout the day with new electro static disinfection machines in-between sessions, All staff will be trained to the highest standard to implement safety measures effectively. We politely request that all users assist by wiping down equipment after use.

If you have any concerns please email: membership@dolphinsquare.co.uk

WILL I BE ABLE TO USE THE CHANGING ROOMS?

The changing rooms and showers will remain open, albeit with limited availability, but if possible, please come ready to train and leave without showering. By avoiding excessive time in the facility, the risk of CV-19 spreading will be reduced. Where this is not possible, strict social distancing will be in operation.

ARE CLASSES TAKING PLACE?

Yes. Timetables have been adjusted and can be found online via our website, or your member booking portal.

HAS AIR VENTILATION BEEN IMPROVED?

All air conditioning units have been cleaned and serviced.

I'M IN A HIGH-RISK CATEGORY, CAN I CONTINUE FREEZING MY PAYMENT?

Yes, please get in contact with the gym and they will be able to extend the frozen period for you if you are not ready to come back. Please note freezing your membership will incur a £15 fee each month.

WILL SEATING AREAS BE AVAILABLE?

For the time being, the Chillout area will be repurposed and seating limited. 2-3-seater sofas will be removed and only socially distanced 1-seater sofas will be available along the poolside corridor. Please note, we recommend leaving the premises as soon as possible and not congregating, even if you are within your allocated booking time in aid of maintaining minimal numbers of people at any given time.

WILL THE SAUNA AND STEAM ROOM BE OPEN?

Update: We are still unable to reopen the sauna and steam rooms as per governmental advice. Once we have any further news, we will update you.

DO YOU ACCEPT WALK INS?

Yes, however, to avoid disappointment or being turned away, we strongly urge booking in advance.

WILL TOWELS STILL BE PROVIDED?

Yes, you can still pick up towels, however, this will be limited to 1 per person. Sweat towels will no longer be provided and no towels are allowed on the gym floor or studios. Paper towels will be provided in these areas instead, and must be disposed of after use. Any towels found in these areas will be removed immediately. Towels are only to be used, when absolutely necessary, in the changing rooms.

WHAT HAPPENS IF I DON'T SHOW UP FOR A BOOKED SESSION?



We are currently running a strike system whereby, if you do not show for your session without cancelling prior (this can be done via your member portal or over the phone) this will count as 1 strike. If you receive 5 strikes in the period of 30 days, you unfortunately will not be able to book for 30 days. With the restrictions on occupancy, it is even more important that we all make an effort to be fair and ensure everyone is getting their fair usage of the clubs facilities.