

# Customer questions answered

## General information

### Will things be different when I make my first visit?

Yes. We ask you to arrive no earlier than 5 minutes before your session start time. You may have to queue or gather in a safe area. Social distancing signage is in place and we request that you adhere to this. Hand sanitiser stations are available throughout the leisure centres and disinfectant is available for you to clean equipment before and after use. Changing rooms and showers are closed, but toilets are available. Staff are on hand to provide support and to ensure that you have a safe and enjoyable visit.

### Should I be worried about hygiene and cleanliness?

After every session all equipment will be cleaned down with disinfectant and there will be increased highly intense cleaning programmes introduced. Before reopening, all of our leisure centres have to pass rigorous health and safety checks before they can open to the public. However you can help us by cleaning down your workout area after you have finished, with the cleaning equipment we have provided. We have removed as many touch points as possible but can you make a conscious effort to only touch things you have to.

### Do I need to wear a face mask/covering?


No, not at the moment but government guidelines are changing all the time and we will update if there are any changes. The government and World Health Organisation advise not wearing face covering when exercising as some material will hold sweat and make breathing more difficult.

### What activities are available when leisure centres reopen?

To start with, gym and group exercise sessions are available. A full timetable is available on the Active Leeds website. We continue to review the reopening of swimming pools and hope to have updates on these soon.

### Why is my leisure centre not reopening at the moment?

Careful consideration has been given to leisure centres reopening. We have to take into account social distancing and the type of facilities we have. Some sites quite simply can't adhere to social distancing guidelines and don't have



alternative spaces where activities can be relocated to. We are also restricted by staff who have been redeployed to support other priority areas of the council during lockdown. These colleagues are continuing to provide this invaluable support and we hope that they will soon be able to return to Active Leeds to support the reopening of leisure centres.

### **When might my leisure centre reopen?**

We are opening leisure centres in phases. As guidelines are updated and as staff return, we will review the re-opening of leisure centres and inform you as soon as the information is available

### **Are places limited?**

Yes. To adhere to Government and sector guidelines, we have placed a capacity limit on both gym and group exercise sessions. When booking your activity you will be able to see how many places are still available.

### **I am a member, but do you have my correct personal details?**

Please email our Customer Service Team on [activeleeds@leeds.gov.uk](mailto:activeleeds@leeds.gov.uk) with your new details and we will update your record. It is very important that you keep your details up to date as we will always communicate with you via email

### **I am not a member but I would like to join, when will I be able to do this?**

In the first instance only existing members/LeedsCard holders will be able to access the new temporary membership. However we are working closely with our partners to allow new members to join. Please check the Active Leeds website or keep your eye open on social media for updates on this.

### **I am not a member, but I would like to attend a pay and play session, can I do this?**

Current members/LeedsCard holders can access our online booking platform. Non-members can sign up to a free Leeds Active Card, you can follow [this link](#) to sign up. Once you have this you will be able to register for online bookings and book for a pay and play session

### **I am a junior member can I book and come to a session?**

As a temporary measure, junior members under 14 must be accompanied by an adult from the same household/bubble who will be attending the same session. We will continue to review this measure and update in due course.

Fitness classes remain unchanged, juniors 8-13 can attend junior fitness online beforehand.

## **Gym and group exercise sessions**

### **How do I book to use the gym or attend a group exercise session?**

All customers must pre-book a gym or group exercise session. Each gym session is for a maximum of 60 minutes. You can book your session through the Active Leeds website or App.

### **Do I need to register to book activities online?**

Yes. To register click on <https://sport.leeds.gov.uk/onlinebookings>. Follow the simple guidelines to register and once reregistered you can book your activity session. Don't forget, you must be a member first to use online bookings

### **Do I need a gym induction?**

Yes. You will not be permitted to access the gym without an induction. Unfortunately, due to current social distancing guidelines, we are unable to conduct inductions for non-members.

### **Can I book my gym or group exercise session at the centre or over the phone?**

Not to start with. To maintain social distancing guidelines and to avoid cash handling, all sessions should be booked and paid for in advance on the Active Leeds website or App.

### **How many days in advance can I book?**

You can book 9 days in advance. However, please only book for sessions that you can attend to ensure all customers have an opportunity to book a session. Demand is likely to be high so please remember to cancel any sessions giving 24 hours where possible to enable another customer to take your place. If you are a member and fail to attend a booking, penalty charges will be applied. Customers can book on average one session per day over a rolling 9 day period.

### **Is all the equipment available in the gym?**

No. To adhere to social distancing some equipment is not available and there are notices clearly identifying which equipment is not available. There will always be more equipment available than the number of customers attending the session, so there is no need to have to wait around. Use of a single piece of

equipment is also limited to a maximum time of 15 minutes. If the equipment you use isn't available please speak to a member of the team to show you alternative exercises that produce the same results.

### **I can't remember my password for the app or have never logged on before?**

No problem, you just need to go onto my bookings in the app, it will then take you to a log in page, once there you will see, forgotten my password. Click that and it will ask for your ID number. Once submitted you will receive an email with a link in to reset your password.

## **Health and Fitness memberships**

### **Can I leave my membership suspended if I don't feel ready to come back yet?**

Yes. All paid for memberships remain suspended until further notice. This is likely to be the time when you can once again enjoy the full benefits of an Active Leeds membership.

If you're in a contracted membership, your membership will be extended by the period equivalent to that of the suspension, once standard membership charges are re-instated.

Cash annual memberships will be extended by the period equivalent to that of the suspension.

Non-contracted memberships will remain suspended.

You do not need to contact us or your bank. We will provide you with sufficient notice of our intention to reinstate your standard membership.

### **Are there any temporary discounted memberships or pricing?**

Yes. To reflect the circumstances and in response to customer feedback, we are introducing a temporary discounted membership at £16.95 per month or you can pay and play for just £3.00 per session. This includes gym, group exercise and swimming (when available) and membership is valid at all Active Leeds leisure centres as they reopen.

### **Can I cancel my cash annual membership now and get a refund on the balance?**

No. All annual memberships will be extended by the period we are closed. Should you wish to discuss your membership further please email our Customer Service Centre on [activeleeds@leeds.gov.uk](mailto:activeleeds@leeds.gov.uk)

**I have a cash annual membership that I bought as a Black Friday or Christmas deal. Will I still be able to access this offer next year as my membership will be extended beyond these dates?**

Yes. Upon renewal we will offer you the same offer and extend for another 12 months.

**I have a Junior Membership, will I still be able to use this?**

Yes. Although all standard memberships remain suspended, you can re-activate your Junior membership by contacting the Active Leeds Customer Service Centre at [activeleeds.leeds.gov.uk](http://activeleeds.leeds.gov.uk). Remember, juniors under the age of 14 must be accompanied by an adult when visiting the gym.

**I don't want to continue with my membership how do I cancel?**

We understand that some customers would like to cancel their membership. For now your membership will remain suspended, but as we reopen we will provide you with sufficient notice so that should you chose to cancel then, you will be able to do so within the 30 day notice period and well before any direct debit payment is due. There may be benefits for keeping your membership suspended e.g. live streamed classes, booking privileges etc

## **Swimming**

**When will we be able to return to swimming?**

We continue to follow the guidelines on re-opening swimming pools. To start with we will be operating a limited swimming program, details of which will be shared with customers as soon as we are able.

**Will the changing rooms be open when Swimming resumes?**

During our first phase of opening the changing rooms and showers will remain closed, however as we move towards reopening swimming pools we will provide clarification on how changing facilities will work as soon as we can.

**Will my children still be enrolled in their usual swimming, same day and time, when the site reopens?**

We are currently working on when our swimming program will resume, however, please ensure you keep an active Direct Debit to retain your child's place on our swimming program. By cancelling your Direct Debit, this removes

your child from their swimming program and opens this place up to our waiting list

We will provide an update on how our swimming program will re-start as soon as we can.

**Finally...**

### **Can I get in touch with Active Leeds?**

Yes. There are many ways for you to stay in touch with us. You can visit the Active Leeds website or download the Active Leeds App. You can contact the Active Leeds Customer Service Centre via email at [activeleeds@leeds.gov.uk](mailto:activeleeds@leeds.gov.uk) or by phone on 0113 3788001. Or why not follow us on our social networks. And there will be extra staff in leisure centres to help answer your questions and provide you with the necessary support to make your visit enjoyable.