

Live Borders FAQs – COVID-19

Thank you to everyone for their patience and understanding: we are working hard to navigate a very fluid and ever-changing situation around COVID-19. We have prepared the FAQs below, but if you have any further queries, please email enquiries@liveborders.org.uk

These FAQs are valid on **22 March 2020** and will be updated ongoing.

Leisure Centres/Gyms		
	Are any facilities staying open?	No. All facilities will be closed to the public from close of play on Friday 20 March.
	What will be happening with my membership?	This will be frozen with no payments taken but as we are a charity, donations are welcome.
	Is there any online provision?	We will email members regarding our digital offer soon.
Swimming Pools and Lessons		
	Are there any pool facilities staying open?	No. All facilities will be closed to the public from close of play on Friday 20 March.
	What will be happening with my membership?	This will be frozen, but as we are a charity, donations are welcome.
	Will there be swimming lessons?	No. Swimming lessons will stop. We will advise when updated by the governing body to start these up again.
	What will happen to my Learn2 Swim Direct Debit?	This will be frozen, but as we are a charity, donations are welcome.
Play Programme		
	Will there be any of the play sessions taking place?	These will cease from Friday 20 March.
	What will happen to my Direct Debit?	This will be frozen, but as we are a charity, donations are welcome.
Membership/Direct Debits		
	What will happen with my membership?	This will be frozen, but as we are a charity, donations are welcome.
	Can I speak with someone about my membership?	Yes, please contact enquiries@liveborders.org.uk

Soft Play		
	Will the soft plays be open?	No. All facilities will be closed to the public from close of play on Friday 20 March.
	What will happen to my Direct Debit?	This will be frozen, but as we are a charity, donations are welcome.
Pitches		
	Are the outdoor pitches staying open?	No. All pitches will be closed until further notice. We will be in touch with users when we are given guidance to re-open. If you have queries, please email pitches@liveborders.org.uk
Libraries		
	Are any of the libraries open?	No. All facilities will be closed to the public from close of play on Friday 20 March.
	What if my library items are due back?	The due dates for all library loans have been extended to 30 April and we will review the situation thereafter.
	Can I apply for library membership?	During this period of closure, Scottish Borders residents are welcome to apply for online membership. Please see these pages on our website for further information: App: https://www.liveborders.org.uk/culture/libraries/library-app/ ELibrary: https://www.liveborders.org.uk/culture/libraries/elibrary/
	What if my library membership is about to expire?	All library membership accounts nearing their expiration dates within the next few months have been renewed until 30 June 2020.
	How can I make a reservation?	Members can continue to place reservations through the library catalogue or via our app, however, at this point in time, we are unable to estimate when you will be able to collect your reservation.
Easter Activity Camps		
	Will the Camps go ahead?	No. These camps have unfortunately been cancelled. All bookings will be refunded. We will be in touch with all people who have booked. If you have any queries please contact enquiries@liveborders.org.uk
Harestanes		
	Is the Harestanes Café and Visitor Centre open?	The visitor centre at Harestanes is now closed. The playpark and toilets will close to the public on Sunday 22 March at 16:00.

	Can I access the Play Park and walks?	This will close to public access from 16:00 on 22 March. We will advise when this changes.
Heart of Hawick		
	Is the Heart of Hawick café open?	The café is currently closed to the public.
	Is the cinema open?	The cinema has been closed following advice from the Government. Refunds will be provided to anyone who has booked for future showings not taking place. If you have any queries, please email heartofhawick@liveborders1.org.uk
Museums, Galleries & Achieves		
	Are any of the Museums, Galleries or Achieves open?	Any museums that had not opened for the season are not open. Those that were open will be closed from Saturday 21 March 2020. The Jim Clark Motorsport Museum is currently closed.
Health, Wellbeing and Active Ageing Programmes		
	Are any of the programmes continuing?	All Health, Wellbeing and Active Aging activities have been cancelled on the advice of NHS Scotland. We are contacting all people this affects. We hope to engage with these people in other ways and will share details soon.
Community Centres		
	Are the Community Centres open?	All facilities will be closed as of Saturday 21 March until further notice. Please contact enquiries@liveborders.org.uk if you have queries.
Halls Events		
	Will any of the upcoming events in Live Borders facilities go ahead?	No. All upcoming events planned have been cancelled or postponed. Please check the individual events for updates. If you have a booking, and have not been contacted, please email enquiries@liveborders.org.uk with details of your booking. This will be resolved as quickly as possible.
Triathlon Series		
	Will the Triathlon Series go ahead?	We have postponed the Galashiels Triathlon from 18 & 19 April to 29 & 30 August. Further updates on other upcoming events will be made in the

		<p>coming weeks. Please check the Triathlon page for updates: https://www.liveborders.org.uk/sport/triathlon/</p> <p>We have contacted all those booked for the Galashiels triathlon. If you have not been contacted, please email rmcmorran@liveborders.org.uk</p>
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