



## **Live Borders reopening FAQ's**

We are reopening some of our facilities on a phased approach and you will see we have introduced some changes to keep you, and us, safe. We hope that these are not too restrictive, and ask that you support us and play your part in helping us return to as normal a service as possible.

We believe now more than ever that being healthier, happier and stronger are key to overall wellbeing and happiness and we can't wait to welcome you back to support you in your personal goals.

Please do not visit or use any of our services if you are feeling unwell or have symptoms of COVID-19. Please take a few minutes to read through the FAQ's below, and if you have any comments or queries please don't hesitate to get in touch; [hello@liveborders.org.uk](mailto:hello@liveborders.org.uk).

## **Our Gym Facilities**

### **Are changing rooms available?**

Changing rooms, lockers and showers are not currently available at our gyms in order to assist with the enhanced cleaning schedule. Please arrive 'gym ready'.

### **What do I need to bring?**

Please bring only essential items with you to the gym. Lockers will not be available and bags and personal possessions will be discouraged from being laid on the floor. Please bring your own filled water bottle, towel and hand sanitiser. Water fountains at sites will not be operational.

### **Do I need to wear a facemask?**

As staff and customer safety paramount, staff are wearing facemasks at appropriate times, it is recommended you wear a mask in communal areas before you begin your session.

### **What will have changed?**

You will notice additional signage to aid social distancing, a one way system and additional spacing between machines. Please workout alone, no spotting will be allowed unless from the same household.. Some equipment will have been moved to other areas within the facility to allow for greater social distancing. Please follow the one way system at all times. Each piece of equipment is in a 'box' which is your workout area. Please do not move any equipment from your area and please pay attention to entry and exit arrows. A member of staff will alert you to the end of your session.

### **Do I need to book?**

Yes, all gym sessions need to be booked in advance through our online booking systems. Please arrive on time for your session, and leave promptly when it ends. If you arrive early you will have to queue outside, if you arrive late you won't be able to access the facility. Members are able to book 8 days in advance and non-members 5 days in advance.

### **What hygiene measures are Live Borders taking?**

We have greatly increased cleaning regimes, and high touch points will be regularly sanitised.

### **What hygiene measures do I need to take?**

Please wash and sanitise your hands regularly. Use the gym cleaning stations with hand sanitiser, medical-grade disinfectant and sanitising gym wipes to wipe down equipment before and after use. Avoid unnecessary contact with surfaces. Please respect social distancing at all times.

### **Are the toilets open?**

Yes, there will be a toilet facility available. We ask that you use all hygiene measures above when using these facilities.

## **Our Fitness Classes**

### **When do fitness classes start?**

Our fitness class programme at TriFitness and Teviotdale Leisure Centre will start the week commencing Monday 7 September. Please keep your eye on the website and social media for updates from other facilities.

### **Where will fitness classes be held?**

Our fitness classes may be held within different room or buildings to aid with social distancing. Please check when booking.

### **Will fitness classes have capped attendance?**

Yes, fitness class numbers will be smaller so you can keep a safe distance at all times.

### **How will social distancing work at a fitness class?**

You will have a dedicated 'pod' where you will work out and enjoy your class.

### **What do I need to bring to a class?**

Please come dressed and ready as changing facilities will not be available. Please don't bring any unnecessary items as bags and personal items will be discouraged from being laid on the floor. Bring your own filled water bottle. Water fountains at sites will not be operational.

### **Do I need to wear a mask?**

As staff and customer safety paramount, staff are wearing facemasks at appropriate times, it is recommended you wear a mask in communal areas before you begin your session.

### **How will equipment at classes be cleaned?**

Cleaning products will be provided to wipe down any equipment before and after use. We will limit the amount of equipment that is used to help with cleaning and infection control.

### **Will there be one-way systems in place?**

There will be one way systems in place at all of our class venues.

### **Do I need to bring a mat?**

You are welcome to bring a mat with you, however mats will be provided for classes such as Body Balance but please ensure you clean them before and after use with the sanitiser provided.

### **What if I booked a class but can't attend?**

You can cancel your booking through the online system.

## **Our Swimming Pools**

### **What will have changed?**

You will notice additional signage to aid social distancing, and one way systems may be in place. Lanes are double width to allow you to keep a safe distance. Numbers will be limited within lanes, with staggered start times where required. There will be dedicated lanes to book into; slower pace & faster paced in our two lane pools, and slow pace, medium pace and fast pace in our three lane pools. Attendants may move you to a different lane dependant on the speed of the swimmers within your session.

### **Will I need to wear a mask?**

As staff and customer safety paramount, staff are wearing facemasks at appropriate times, it is recommended you wear a mask in communal areas such as reception and changing rooms before and after your swim session.

### **Are lockers available?**

Lockers are not available. On arrival for your swim you will be allocated a cubicle to change in. Please do not bring any valuables with you.

### **Are changing facilities and showers available?**

Showers and changing facilities will be available, however we do ask that you arrive 'swim ready', with your swimwear underneath your clothes to reduce time spent in the changing rooms. Showers will be available poolside for a quick rinse before and after your swim, although shampooing will be discouraged. Minimal time within the changing rooms allows for sufficient cleaning time before the next group of swimmers.

### **What hygiene measures do I need to take?**

Please wash and sanitize your hands regularly. Avoid unnecessary contact with surfaces. Please respect social distancing at all times.

### **Do I need to pre book?**

Yes, please pre-book your swim session, arrive on time and leave promptly when your session ends. Please pay attention to the type of lane you are booking. There will be the option for slow, medium or fast lanes.

### **How will I know when my session is over?**

At the majority of our pools, when your session has five minutes left a yellow cone will be placed at your lane. When your session ends a red cone will be placed.

At Teviotdale Leisure Centre a klaxon will sound to alert you to the end of your session. Please shower quickly to rinse off, and leave the pool promptly.

### **When are swimming lessons starting again?**

Swimming lessons will not start until at least after the October holidays. This will be reviewed in the lead up to October. Swimming lesson membership payments will remain frozen, if your child is signed up to lessons you don't need to do anything. We will continue to review this in line with current government guidance.

### **Are children allowed to swim?**

Currently we are not taking bookings for anybody under the age of 14. This will be under constant review.

## **Booking your session**

For any gym session that you book, you'll be given a one-hour time slot to ensure that everyone has a chance to visit our facilities. This time slot includes entering the building, participating in your activity and leaving the building.

Booking Fitness Classes will be the same process as it was before. Please note, you must be booked onto the fitness class to be able to take part.

For any swim session that you book, you'll be given a one-hour time slot to ensure that everyone has a chance to visit our facilities. This time slot includes entering the building, conducting your activity and leaving the building.

### **How many sessions can I book?**

We are not limiting the number of sessions you can book, but please be mindful that we have a limited number of slots available for everyone to use.

Members can book sessions from eight days in advance, and non-members from five days in advance.

### **The online booking platform will go live at on Monday 31 August.**

For more info on the booking service, please click [here](#).

## **Memberships**

### **My membership is frozen, will it be reactivated automatically?**

All members have been contacted regarding membership direct debits, which will be reactivated from October 1st. Although payments are not restarting until October, on your previously chosen date, you are welcome to use our facilities from the day they open, free of charge.

### **I have an annual membership, paid up front, how will this be affected?**

Annual members will have their membership re-activated as from October 1st, and the end date will be extended by 6 months to reflect the period of closure.

### **What if it isn't the right time for me to come back?**

If this isn't the right time for you to come back, don't worry, you can continue to freeze your membership for an extra 1, 2 or 3 months here;

<https://www.debitfinance.co.uk/payments/login.php>

### **I'm in a membership contract, will I be charged to cancel?**

No you will not be charged to cancel your membership.

**I am a member of a site which is not currently open, what can I do?**

All of our members can access all of our swim, class and gym sites across the Borders, except for Trifitness.

**I have a gym only membership, can I access pools and classes?**

Yes, all of our members have been upgraded to One Club membership and can access all of our gyms, pools and class facilities across the Borders, excluding Trifitness.

**I have a swim only membership, can I access gyms and classes?**

Yes, all of our members have been upgraded to One Club membership and can access all of our gyms, pools and class facilities across the Borders, excluding Trifitness.