

# CHAMPNEYS

HEALTH SPA

## WE ARE GETTING READY TO WELCOME YOU BACK

We are working hard to get our clubs ready to reopen and can't wait to welcome our club members back to resume their health and fitness journey.

The safety of our staff and members is our number one priority, but **while things will look a little different, our clubs will continue to provide a premium health and fitness experience**. We're striving to offer the **most complete club experience possible**, so whether you're a keen swimmer who's missed the water, or a gym or class lover tired of exercising in the living room, we'll be sure to have something for you.

And of course, we will be **incorporating extensive cleaning protocols and social distancing practices** throughout our clubs to keep you safe and at ease.

Here we answer some common reopening questions from our members, including membership and gym queries.

1. Membership Questions
2. Re-opening Questions
3. Co-vid specific Questions

## MEMBERSHIPS FAQs

### Can I cancel my membership?

There is no need for you to cancel your membership as we automatically stopped your payments when we closed.

Rather than cancel, you will be able to Freeze your payments up to a further 2 months (30<sup>th</sup> September 2020). Cancellation terms will be subject to the terms and conditions of your agreement (visit [www.champneys.com/club-membership](http://www.champneys.com/club-membership) to see the T&C's) and will be addressed when we reopen. Please bear in mind you may be charged a joining fee if you want to re-join the Club.

For any member on a fixed term membership, we will extend the length of your membership by the amount of time we were closed.

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## **What if I am not happy to return at the moment, can I freeze my membership?**

If you're not ready to come back when your Club is open, you will have the opportunity to extend your frozen period up to a further two months (end of September 2020) for a one-off fee of £15. This freeze must be requested before the 22nd of the month (July) to take effect for the following month. Freeze requests can be made via emailing your Club Administrator.

## **I have Champneys Vouchers and Guest Passes that expired during the closure?**

Your voucher and pass expiry dates can be extended in line with the length of the Club closure.

## **I have been notified I have an outstanding balance on my membership account?**

During the period of closure, we will expect all members to pay for any outstanding balances before we reopen. Please contact your Club Administrator.

## **Will I be still be able to charge treatments and additional purchases to my Club account? (Excluding Eastwell Manor)**

As a valued Club Member, you received the benefit of charging additional purchases in resort to your membership account. So that we can continue to offer this to you we have made a couple of changes to the process to make it easier for you to settle any monthly payments due. To continue this benefit you must visit the Fitness Desk on return with the credit or debit card (excluding American Express cards) that you usually use to settle your account. A member of the team will process those card details securely into our system so that future payments can be automatically taken for you. All credit and debit card details stored are encrypted so that when future payments are processed your card details are not visible to the team. Your privacy is extremely important to us here at Champneys and we are committed to protecting and securing all personally identifiable and sensitive information that you provide us with.

We will continue to send out your monthly statement each month and you will still have a month to pay this at your own leisure by the preferred method of BACS or contacting your Club Administrator or Fitness Desk, however we understand sometimes payments can be forgotten. In these cases, we will charge the card on file for you for any additional purchases such as spa treatments, products and fitness services from the previous overdue month. We will always aim to process payments the second week of every month and this will be the full outstanding amount.

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We do hope you choose to continue to take advantage of this benefit, however if this is not something that you wish to continue please be aware that you will not be able to charge any additional purchases to your account on return to the Club from 1<sup>st</sup> August 2020 and you will need to ensure any outstanding payments are settled by the 1<sup>st</sup> August 2020.

**Club Administrator for Henlow, Springs & Eastwell Manor:**  
**[Sandra.nice@champneys.com](mailto:Sandra.nice@champneys.com)**

**Club Administrator for Forest Mere & Tring –**  
**[Teresa.thompson@champneys.com](mailto:Teresa.thompson@champneys.com)**

## RE-OPENING FAQs

### **When will Champneys Health Clubs Re-open?**

Following government guidelines, the Club will be opening on Saturday 1<sup>st</sup> August.

### **How will I be notified when the Club re-opens?**

We will be informing all members in advance of the Club reopening and further details by email week commencing the 13<sup>th</sup> July. If we don't have your email please contact your Club Administrator with your name, which club you are a member of and email address. See Members FAQs for administrator contact details.

### **What are the Club opening hours?**

We will **temporarily restrict the hours of Club** opening to ensure that we keep staff and members safe. This means that we can also increase the level of cleaning and can run a full deep clean while the gym is shut. This will be **reviewed on a month by month basis. The Club will be open from 6:30 am until 8:30 pm, 7 days a week.** Evening and standard club members looking to use the Club in the evening will have access to from 4:30 pm – 8:30pm until further notice.

### **How do I get into the Club?**

You must pre-book via the Club Members website or app to be permitted entry. Email bookings will not be accepted. Further details will be sent out later this month.

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## **Are you restricting numbers in the Club?**

Yes. We will have control measures in place to comply with UK Government guidance to ensure that social distancing measures are met within the Club at all times. Note: We will limit the number of people in the gym, pool and studio at the same time, so members can keep a safe distance from each other. Each area is different and limits may change as we make adjustments. Everyone is required to pre-book their visit via the app or on the member's area of the website so that maximum numbers are not exceeded.

## **Will I need to book to get into the gym/pool/studio or aqua class?**

Yes, you will be able to pre-book via the app, or on the Member's Area on the website and we will let you know in advance. Email bookings will not be accepted. Health resort/hotel guests will also need to book. Further details will be sent later this month.

## **What are the guidelines for booking sessions?**

You will only be allowed to book for sessions during your membership times and up to 6 days in advance. If the class is fully booked, you will be added to a waiting list. After booking a class, you will receive a 24-hr reminder notification of your forthcoming session you have booked and if you can't make it a cancel button will be shown and the cancellation policy and no-show policy highlighted.

All members must attend all classes booked. If not, we have introduced a No-Show & Cancellation policy to ensure fairness and equal attendance to other members.

## **No Show Policy**

- One missed session – you will receive an automatic notification reminder to inform you of your missed session
- Two missed sessions – you will be charged £6 for the missed session
- Three missed classes – you will be charged £6 and you will be blocked from booking any session for 7 days

## **Cancellation Policy**

- You are allowed to cancel your session up to 4 hours before the session without charge
- If you cancel within the 4 hrs before the session you will be charged £6

## **I don't have the Champneys Club app how do I go about getting it?**

Details will follow shortly. If you do not want to use the app you can book via the club member's area of the website.

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## **Do I have to have the club member's app?**

You can also book sessions via the Club Members section of the Champneys website. If you need help downloading don't worry we can help you.

## **How long can I stay in the gym/pool/class?**

We will allow members to stay a maximum of 45 minutes for a gym or pool session which includes entry and exit to the Club in order to keep the number of members low at any time. Initially swimmers will not be allowed into the changing room until the start of their pre booked session. Visit lengths will be monitored. The class attendance is subject to class length. After every booking slot these areas will be vacated and then cleaned and sanitised by staff.

## **Will I have to queue?**

We expect queues to be very unlikely but will put safety measures in place if you do need to wait a little before getting in. You can reduce the chance of queuing by planning your visit at a quieter time within your membership hours.

## **Are the changing facilities, showers and lockers available?**

Initially on re-opening priority will be given to those using the pool. We are restricting the number of members in the changing rooms at the same time and have also taken a number of lockers out of use. Hairdryers will not be available until further notice. We ask those using the gym and the studio to come 'training ready' and not use the changing facilities and swimmers to come 'swim ready' to reduce dwell time in the changing rooms. Initially swimmers will not be allowed into the changing room until the start of their pre booked session and post swim swimmers will need to be out of the changing room by the end of their 45 minute session. Locker Bands will be disinfected after each use. To enhance hygiene practices swimmers are to shower before leaving home and to use the showers post swim.

## **Is the sauna, steam room and spa pool open?**

Unfortunately, as per government guidelines the sauna, steam and laconium will be closed during the initial reopening phase. We will review this regularly and will reopen these facilities when safe to do so.

Whirlpools, Jacuzzis and Thalassotherapy pools will potentially be open with socially distancing guidelines, restricted access and times. This may be subject to change depending on guidelines.

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## **Are classes still running?**

Yes, but we have made some changes to keep members safe. We have reduced the spaces available and limited the timetable to classes that help members keep a safe distance from others and used other areas of the resort and outside if possible. You will still see the timetable on your club page on the app/website when your Club is open. The timetable is still to be confirmed but will follow shortly.

## **If you are reducing capacities in group exercise classes, will I still be able to get a space?**

Class capacities will be reduced to allow for social distancing, meaning fewer spaces in each class. The Club will monitor attendance levels regularly, and will do their best to ensure that there are enough classes available to meet member demand. Wherever possible, Clubs will also use alternative spaces within the resort, to allow additional members to be able to attend. We will also offer Champneys on demand pre-recorded classes so you can participate at home.

## **Will I be able to use towels & equipment?**

Towels will not be available for use to begin with so please bring your own towel for swimming. Sweat towels in the gym will also not be available.

We understand that you may wish to bring your own mats. If you wish to bring your own equipment please ensure that you sanitise before and after bringing it to the Club.

If you want to buy your own, we recommend the below two yoga kits:

Jordan Fitness: Receive 20% off with the code "ITRAINWITHJORDAN" as well as free delivery on any orders over £100.

Purchase here: <https://www.jordanfitness.com/collections/yoga-rehabilitation>

YOGACHAMP: <https://www.yogamatters.com/yogamatters-standard-yoga-kit.html>

## **How are you going to ensure social distancing in the classes?**

All classes must be pre-booked via the app or the member's area of the website and no ad-hoc attendance will be allowed. The instructor will either use no kit or minimal kit which will be cleaned thoroughly after each class, using a viricidal solutions that kill viruses, to ensure everything is as hygienically safe as possible. The instructor will further ensure each individual workout area is spaced out appropriately, ready for the class, so all members will have a clear designated area.

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## **What are the guidelines for swimming?**

We will have control measures in place to comply with UK Government guidance and Swim England to ensure that social distancing measures are met within the Club at all times and will therefore have to introduce lane swimming until further notice. To ensure everyone enjoys lane swimming, here are some guidelines to get the most out of your time in the pool:

- Entry and exit into the pool is clearly marked. Please ensure you use as indicated.
- The swimming lanes are marked at 4m distances.
- Please swim in a lane appropriate to your swimming ability/speed.
- Please follow the direction of the lane boards and swim in single file. This will help to prevent accidents and ensure participants can maintain a safe social distance.
- Allow faster swimmers to pass you at the end of each length. Move to the edge of the lane and turn your head away.
- If you are continually being passed please consider moving to a slower lane.
- If you need to take a rest, please exit the pool and rest poolside.

When aqua classes are taking place lane swimming will be reduced to one lane.

## **Will I still be able to use my Personal Trainer?**

Yes, Personal Trainers will be able to provide safe, socially distanced training for their clients once the Clubs reopen.

## **I have several Personal Training sessions left; can I get a refund? Can I extend the expiry date?**

The expiry date of your PT sessions will be extended to 31 Dec-20, giving you the opportunity to use each remaining session either on site or remotely. Please discuss this with your personal trainer when the Club reopens.

## **Can I still use my Myzone belt outside of the Club?**

Yes, you can use your Myzone belt to track your in-gym and outdoor workouts. Buy yours online for a reduced price:

<https://buy.myzone.org/?lang=enGB&voucher=CHAMPUK001-70>

## **Do Champneys have workouts I can follow from home?**

On renewing your membership, you will get access to our Champneys on-demand classes until Dec 2020 that you can enjoy at home via the app or members area of the website. Try also one of our live classes via Zoom coming soon. Details to follow.

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## **Will the hairdressers be open?**

Yes. Please note PPE will be required so please bring a face mask with you.

## **Are the tennis courts open to use?**

The tennis courts will be open from the 1st August. The tennis court may be used for some classes so may be restricted at times. Please book your court time with the department. Please bring your own rackets and balls until further notice.

## **COVID-19 FAQs**

### **How will you keep the Club clean?**

Champneys Health Clubs will be deep cleaned overnight and regularly through the day, using high-grade disinfectants that will kill the virus and electrostatic spraying.

It is impossible to keep any environment 100% clean, as evidenced even in hospital operating theatres. However, it is possible to make environments 'safe' by undertaking the appropriate cleaning and disinfecting measures. COVID-19 is easy to kill with most readily available domestic cleaning agents and with thorough hand washing with soap for 20 seconds or more. Coupled with safe distancing and avoidance of touching the face, together with other building environment measures, including good ventilation, a safe environment can be established and maintained.

### **Can physical activity help against COVID-19?**

Being physically fit is highly protective against a range of illnesses. It also boosts the immune system. COVID-19 particularly affects those with underlying health conditions, diabetes etc. and those overweight. Given that the virus is now considered to be 'endemic' within the community, it is more important than ever to maintain one's fitness.

### **Can you catch COVID-19 from sweat?**

No, COVID-19 is not transmitted through sweat.

Don't forget, wiping sweat from your face could lead to the virus being passed from your hands to your face. So, it is very important to regularly use hand sanitisers (60% alcohol +) and avoid touching your face as much as possible.

Champneys has added sanitising stations around the Club so you can easily access these throughout your visit.

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## **Are gyms higher risk than other enclosed spaces?**

No, there is the same chance of getting COVID-19 in all areas indoors, the key is keeping social distancing in place and to follow cleanliness guidelines.

Risk is essentially divided between 'outdoor spaces' and the building environment, or 'indoor spaces. R rate (the rate the infection is spread by one person) is much higher indoors, including within households, shops, and high-occupancy workplaces. Gyms fall into this category, especially due to the increased individual activity of the occupants, but this can be mitigated through the special measures being deployed and people following the guidelines put in place.

Champneys Health Clubs have introduced new cleaning and social distancing measures in all locations to ensure that members can work out safely.

## **Can I get COVID-19 from the air?**

COVID-19 survives in droplets or possibly aerosols (very fine particles) and can be transmitted person to person via close contact. At 2 metres distancing the majority of droplets fall to the ground and thus risk is greatly reduced.

Champneys have invested in a clean air solution called 'Aera Max IV' (from the PHS Group) to ensure the steady flow of clean air. This chemical-free solution uses activated carbon filters that are proven and certified to absorb 99.9% of airborne viruses and contaminants within just 35 minutes of operation.

## **Should I wear a mask to the Club?**

As of the 8th August the government has made it mandatory for masks to be worn in the public areas of hotels. As a result we require our members to wear a mask entering into the hotel/resort/club and whilst moving around the public areas e.g. corridors. However, we do not expect you to wear a mask whilst working out in the pool, gym or in classes. Without a mask you will not be allowed into the Club so please support the staff and adhere to this government regulation. We will have to refuse entry if you do not wear one and we will not be in the position to supply you with a mask. We recognise there may be exceptions to this rule for example for those with breathing difficulties and would advise you contact the Fitness Team in advance.

I hope you will support us in this new regulation. In addition to our health and safety protocols already in place, it is a simple but effective measure for providing our valued members with the safest environment possible and to remain open, which helps ensure the livelihood and employment of our team members.

## **Should I wear gloves to the Club?**

No. Gloves should be reserved for those undertaking certain tasks and are worn in hospital environments, those caring for the sick, by cleaning staff etc. Gloves can harbour a high viral load and contaminate surfaces. The individual may also transfer from glove to face in a higher dose and not touching the face and washing hands thoroughly is far more important.

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## **Are clothes ineffective?**

Clothes are considered to be a low-risk source of infection from COVID-19 and washing at 60c + kills the virus. However, they can become contaminated so should be handled with care and not hand washed. Always wash hands thoroughly after touching clothing. Changing clothes immediately after reaching home is strongly advised.

## **How can I reduce the spread of infection in the Club to help myself and others?**

First of all, stay home if you have any concerns whatsoever that you may have contracted, or been in touch with anyone infected with COVID-19.

When in the Club, following the simple guidelines: keep your distance, wash your hands, and clean down kit before and after use with the new self-cleaning stations provided. Also, try not to talk directly to people face to face, rather to one side of each other. If you cough or sneeze, do so into the inside of your elbow to catch droplets.

## **Are showers safe?**

There is no evidence that COVID-19 can be spread to humans through the use of showers, pools, hot tubs, or spas. It is, therefore, safe to shower but distancing is once again paramount as towelling down can spread contaminants. Thus, the important factor is maintaining safe distancing.