



## BIRCHWOOD PARK

GOLF & COUNTRY CLUB

# HEALTH CLUB FAQ'S

### **WHEN WILL YOU OPEN?**

The health and fitness facilities will re-open on Saturday 25th July. Classes will resume from Monday 27th July. We will be open 6am-10pm Mon-Fri and 7am-8pm at weekends.

### **WILL ALL AREAS BE OPEN?**

In order to comply with social distancing, we will need to limit some equipment however, we have worked hard to ensure this is as little as possible. The only areas remaining closed at this time will be the Sauna and Steam Room in line with government guidance.

### **WILL I NEED TO BOOK FOR THE GYM OR SWIMMING?**

We will not be opening with a booking system as we are confident, we will be able to cater for all of our members. We have identified capacities in each area and we will have a staff member on hand to help you with this. There may be times when we need to operate a queuing system, however we will aim to limit this as much as possible.

### **WILL YOU BE DOING CLASSES?**

Yes, but we have made some changes to keep members safe. We have moved the classes to the Kelvedon Suite and we are hiring a marquee in an effort to cater for more members, whilst also managing social distancing. We have had to limit the timetable a little and have had to introduce gaps in between classes to help avoid congestion plus to sanitise the equipment.

### **HOW CAN I BOOK CLASSES?**

Classes can be booked via the app or through the website. We are limiting bookings to 7 days in advance to help avoid 'no-shows'. We will start classes from Monday 27th July and bookings will start from Monday 20th July. We continue to offer waiting lists for full classes however please only book classes you know you will be able to attend.

### **WHAT WILL HAPPEN TO MY MEMBERSHIP?**

Don't worry, your payments are currently frozen still. We will automatically un-suspend everyone once we re-open on Saturday. Your first payment will be due at the start of August. As we know you lost 11 days at the end of March, we will be reducing your first payment to reflect this. If you pay annually, the time lost will be added on to your current renewal date.

### **I AM 'AT RISK' DUE TO HEALTH ISSUES. CAN I REMAIN SUSPENDED?**

We are happy to review this on a case by case basis. Please email the club to ask us to review your membership.