



## DG1 Fitness Customers – Frequently Asked Questions

**As we approach the reopening of the facility we know there is likely to be a range of customer questions. Please review the FAQ below which should hopefully answer your queries.**

### When will the building reopen?

DG1 will reopen to the public on the 14<sup>th</sup> September. Our sports coached activity will commence from the 21<sup>st</sup> September as part of a phased return to activity

### How will you communicate with me as a customer?

We will utilise our social media, website and direct email for all customers. To update your details on our system go to [www.dg1leisure.co.uk](http://www.dg1leisure.co.uk) and click on members login. This takes you onto a registration page – just follow the instructions given. Alternatively drop us your name with email address to [club@dumgal.gov.uk](mailto:club@dumgal.gov.uk)

### Do I need a face covering when in DG1?

Yes, you will be required to wear a face covering on entering, moving around and exiting the building. The face covering can be removed during activity

### How can I help you?

If you have any covid symptoms, then you must not come to DG1. When in the facility please comply with all safety measures and follow directional signage. If you're still unsure, our staff are still on hand to help – just remember to socially distance when speaking to us!

### Do I need to restart my membership?

Our membership admin team will do all this for you and collections shall commence from October

### I don't feel ready to return yet – what do I do?

No problem as we appreciate every customer will be a little wary at the current time. If you wish to freeze for a little longer just drop us an email at [club@dumgal.gov.uk](mailto:club@dumgal.gov.uk) stating the month you wish to return and we will do the rest

### I have an Annual membership – what happens?

Our membership team will adjust your expiry date for membership to include the period of closure for the facility

### I wasn't a member before – can I join?

Yes, join online only at [www.dg1leisure.co.uk](http://www.dg1leisure.co.uk)

## How do I book?

You can book via [www.dg1leisure.co.uk](http://www.dg1leisure.co.uk). Both members and pay-as-go customers must book via this method. For ease, save the shortcut onto your phone/tablet/laptop

## Why do I need to book?

For your safety we need to comply with best practice guidance, which includes limiting the numbers in each activity area. In the event of someone displaying symptoms we require to share with Test & Protect all customer details who accessed the building at that time

## Can I still book 8 days in advance?

No, we have amended this for your safety to booking 2 days advance for members and 1 day in advance for non-members

## I've just had the urge for a quick gym session, can I just turn up?

No, if you haven't booked in advance you can't just turn up at the door. All sessions must be booked in advance online so we know who is coming and have all customer details

## How long is a gym session?

A gym session is a maximum of 60 minutes. After each session we have a 30 minute cleaning gap

## Is the gym layout still the same?

No, our gym equipment is now spread over 4 different areas in order to comply with social distancing. Information on the 4 gym spaces can be found on our social media and web page. At the

point of booking, the detail of the equipment is provided to help you select your gym area

## When should I arrive for my session and what do I do?

Access will only be permitted 5 minutes prior to session start time. We have a queuing system outside at the entrance of the building, select the correct line and follow our staff instruction

## Can I have a shower and change after?

No, at the current time access to shower and changing facilities is not permitted for your safety. Please come gym ready with no additional belongings

## What if I want to stay longer than an hour?

No problem, you just need to book another session in a different area and leave and re-enter the building

## What if I've booked the wrong gym space?

You will have to stay in the area you have booked. If you're unsure of the equipment ask a member of our team for assistance

## What if I arrive later?

Sorry, you are too late – you won't be able to come in

## How many fitness classes are you offering?

We have 44 classes per week on offer when we open. We're sure you'll find something you enjoy

## Can I still attend back-to-back classes?

Yes, but you will be required to leave the area after the class to let us clean and re-enter the building again – this could be part of your cool down!

### **Is drinking water available?**

It is always best to bring your own. Fountains will not be available, but bottled water can be purchased on site

### **I'm out of shape, are gym instructors still doing programmes?**

Yes.

### **I used to swim after the gym, can I still do this?**

Yes, but you will be required to leave the area after the session to let us clean and re-enter the building again. Remember you will need to book your swimming session too

### **I enjoyed the sauna and steam room – is this still available?**

No, not currently available.

### **I've booked but can no longer attend – what do I do?**

Please cancel your booking online in advance so that someone else can have your space. If you fail to cancel we will implement a 3 strike no booking rule in due course

### **I've enjoyed DG1 prior to lockdown – it's just not the same now – what can I do?**

We understand things are different, hopefully they will change soon. We are happy to freeze your membership just contact [club@dumgal.gov.uk](mailto:club@dumgal.gov.uk)