



DG1 Facility 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 26th April. Our sports coached activity will commence from the 17th May 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 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

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!

Can I come into the building for general enquiries?

We're really sorry, but only customers who have pre-booked can enter the building. This is for everyone's safety and in order to comply with track & trace.

I fancy a Subway – is it open?

No, Subway remains closed at the current time.

I have an appointment with Perfect Beauty – how do I come in?

Come to the main entrance and stand in the designated area just prior to your appointment time. Let our reception team know you are here for your appointment and Jade will meet you and take you to the treatment room. On exit, Jade will take you to the exit point.

I forgot my goggles – will you still be selling retail items?

Yes, we will still have items for sale, they'll just be behind the reception desk. Our reception team will be happy to help – just remember to keep your distance. Please also remember we only accept card payments

Are the vending machines still available to use?

Yes, but only customers who have booked and are in using the building can use the machines. Please note these machines do accept card payments too.

Can I still bring my pram/buggy into DG1?

Yes, there is still a pram store for swimming customers. Wherever possible, we would ask that if a pram/buggy isn't required that this is not brought into the facility

What parking is available at DG1?

Our car park is available for DG1 customers. There has been a slight reduction in the number of spaces due to the need for us to create a pick-up point at the side of the building. At peak times, the car park can be busy, so please allow time for this or park nearby

I'm not a member – can I join?

Yes, you can, join online only at www.dg1leisure.co.uk

How do I know what is on at DG1?

Follow us on our social media for regular updates and you will also find session timetables at www.dg1leisure.co.uk

Can I just turn up for a session at DG1?

We're afraid not. All customers must've pre-booked in advanced

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

How do I book?

You can book via 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

Can I still book 8 days in advance?

No, we have amended this for your safety to booking 2 days advance for members. Non-members can book 1 day in advance

I don't have access to online – how can I book?

Booking online is highly recommended, if you are unsure how to do this, then we are more than happy to help. Alternatively you can give us a call on 01387 243550 however please note our lines are busy and your booking is only confirmed once you have spoken with a member of the team.

I used to meet my friends at DG1 – can I still do this?

Sorry, DG1 is for customer use only. There are no seating areas and customers can only come for their activity and then leave straight after.

Can I book my child's birthday party a DG1?

At the current time we aren't able to offer either kids' swimming or soft play birthday parties. Keep an eye on our social media for any update

My child is on a waiting list for swimming/gymnastics – when can they start?

We will get in touch with you when there are spaces available.

We appreciate that there is a long wait for swimming lesson spaces. Unfortunately, the current climate has not helped things. We were working towards a significant expansion of our swimming lessons after Easter 2020 however this has been delayed due to covid pandemic. We have every intention of expanding the swim scheme when swim teacher training becomes again. Please bear with us!

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

No, not currently available.