



## DG1 Swimming 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 26<sup>th</sup> April. Our sports coached activity, including swimming lessons will commence from 17<sup>th</sup> 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](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 will commence from June

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

No problem, we understand customers may 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

## I've just had the urge for a quick swim, 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 pool session?

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

## 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?

Access is limited at the current time. Pool customers must arrive beach ready, place items in the locker and enter the pool following the one way system. After your swim leave via the one way system, grab your belongings, dry quickly, dress and follow the signs to the exit.

## What is beach ready?

Good question! What we encourage is that customers arrive with their swimming costume on under a layer of clothing. This allows for minimal access to change. After your swim, quickly dry and change back into the same clothing to leave the facility.

## Can I dry my hair after a swim?

No, at the current time our hair and body dryer are not in use.

## Are lockers still available?

Yes, numbers are limited to comply with social distancing, but we have enough for every session.

## Can I still watch my family in the pool?

No, at the current time there is no spectating in the facility.

## What if I have booked the wrong pool space?

You will have to stay in the area you have booked.

## What if I arrive late?

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

### **I prefer a relaxing swim - which session is best?**

Public swimming sessions will allow you to enjoy your swim at your own pace. Numbers are limited so there is plenty of room for everyone.

### **Is the leisure pool open?**

Yes from 26<sup>th</sup> April, the pool is open. At the current time the Pirate ship and feature will operate. Due to social distancing guidelines the bubble pool and tipping bucket shall remain closed.

### **What about early morning swims?**

Yes, the sessions are still in operation with limited numbers and starting at 7:30 so we are able to clean the area prior to use.

### **What about swimming lessons?**

Yes, lessons commence from 17<sup>th</sup> May and are still running as close to normal as we can. The team will be in touch as we have had to adjust timings slightly to control the numbers.

### **Can I book a pool party?**

No, unfortunately at the current time we cannot offer this service as it wouldn't comply with guidelines. We will advertise parties again when we can operate these safely.

### **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 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)