

FINLAKE FALLS GUIDELINES COVID-19

Our Commitment

We will provide you with a safe environment that complies our commitment with guidelines issued by Government and our local authority

1 OUR GYM, POOLS & CHANGING AREAS

- ✓ We have undertaken a thorough review of our gym, pools and changing areas and the services we offer
- ✓ We have rearranged our waiting, reception and changing areas to adhere to social distancing guidelines
- ✓ All surfaces will be cleaned regularly and wiped with the appropriate cleaning product
- ✓ All items of equipment will be cleaned before and after use
- ✓ One-use disposable items will be used where necessary (sustainable alternatives kept where possible)
- ✓ We will ensure adequate ventilation with doors and windows open where possible

2 OUR TEAM

- ✓ We have conducted training to ensure all team members care for our customers in a safe, hygienic and professional manner
- ✓ Teams have been trained to uphold best practice, including hygiene and safety
- ✓ We have agreed social distancing for our team in communal areas
- ✓ Teams are briefed to uphold safe standards while dealing with responsibilities at reception

3 GUEST ARRIVAL & RECEPTION

- ✓ We will greet you warmly but without a handshake or personal contact
- ✓ We will stagger customer arrival times to minimise close contact
- ✓ We will clean the reception area regularly
- ✓ Waiting areas will be arranged to adhere to social distancing
- ✓ We are now cashless, payments can be made by card or My Band

4 WE ASK YOU, OUR CUSTOMERS

- ✓ To arrive at the time agreed, to maximise social distancing
- ✓ To wash your hands and/or use hand sanitiser
- ✓ To contact us and re-arrange your appointment, if you have a temperature, or are feeling unwell or if any person in your household has the same or is self-isolating

Do not come to Finlake Falls if you or anyone you live with is self-isolating or is displaying symptoms known to be consistent with Covid-19

We are happy to discuss any of your individual concerns, please feel free to speak with a member of the team

We reserve the right to amend or adjust these guidelines based on government policy and new research to protect the safety of all our team and guests

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