



Covid-19 Re-Opening User Guide Phase 1

Version 3 - 10th August 2020





Introduction

Harlington Sports Centre (HSC) and its associated clubs are keen to reopen within the government advice and guidance pertaining to the outbreak of Coronavirus (COVID-19). HSC will adhere fully to advice provided by government organisations, and HSE, Public Health England and the World Health Organisation. HSC will also operate within the individual requirements of sport governing boards when creating protocols for specific sports usage.

HSC's priority is the safety and welfare of our members and staff and we have implemented a range of advice and guidance in line with our risk assessment. Rigorous checks will be carried out by the centre management to ensure that the necessary procedures are being followed by users and staff.

The Phase 1 Guide is a live document and may change depending on government and Public Health England guidance.

We apologise in advance if it is necessary to close or adopt further COVIDSecure measures at short notice, and thank you in advance for your support and cooperation in these matters.

We plan to reopen some of our facilities from Monday 27th July 2020, with bookings and enquiries open from Monday 20th July 2020.

Please ensure you read this document carefully prior to using our facility. If you have any questions please contact either Simon Ready or Andrew Wood on the contact details below;

Email: hsc@harlingtonsportscentre.co.uk

Telephone: 0208 569 3211



What's Changed?

When we reopen, your experience may look and feel a little different than usual but HSC staff are on hand to guide you through the changes. To ensure your visit is as safe and comfortable as possible, we have:

- Instigated a risk assessment to support Covid-19 safety measures; you can access our risk assessment on the website, or click [HERE](#) for more information;
- Temporarily reduced our provision, opening gradually to different groups and activities in line with government and national governing board advice protocols;
- Limited the number of customers allowed within the facility at any one time;
- Introduced pre-booking for all activities;
- Enhanced our cleaning regime and provide sanitising materials for members to use;
- Limited changing room use.
- Reduced gym equipment to allow for social distancing

What's Available?

Within Phase 1 of re-opening we are currently accepting bookings for either our sports hall or gym facilities. All sessions will run as 45 minute or 1 hour sessions. We request that all site users arrive no earlier than 5 minutes prior to their session beginning in order to meet our site entry protocols. Please read the relevant individual User Guides as they contain useful information on how to use these facilities. These can be found on our website.

We will increase the lettings provision in line with all each relevant sport's national governing board advice and guidance as it becomes available. Please note that our guidance may have to change in line with NGB or Government advice, sometimes at short notice.

This may include having to close our entire provision and we apologise in advance if this occurs. We will update our website as we reopen further facilities, or if we have to close, so please check back regularly for any updates.



How will bookings work?

Operational Hours

Harlington Sports Centre has adjusted its operational hours to allow for deep and regular cleaning tasks to be carried out. Please note the revised operational times below:

Monday - Friday	-	16:30 - 22:30
Saturday	-	09:00 - 16:00
Sunday	-	Closed at present

By Appointment Only

In order to maintain a safe and controlled environment, the use of our facility will be via appointment only. No 'walk ins' will be allowed, and we'd be grateful for your support and understanding in this matter. For all block bookings please refer to our Sports Hall User Guide.

Timed Sessions

Sessions will be booked by the hour and have maximum time allowance for member use, whilst providing time for cleaning to take place between each session.

How to Book

Bookings will work To book a session please contact us on; 0208 569 3211 or alternatively email us at hsc@harlingtonsportscentre.co.uk

No Cash / Cheque Payments

As of the 27th July 2020, Harlington Sports Centre will no longer accept cash or cheque payments. Payments will be accepted via Debit card or a Bank Transfer.

Booking Information

HSC is required to record the following information when booking a session:

- Name of user
- Contact number of user
- Next of kin name
- Contact number for next of kin



Opening Hours

In order to meet our Covid-19 safety measures, opening hours and sessions have been altered to allow for a safe transition as well as give time for cleaning.

Please find below our Sports Hall / Gym Session Timings:

Monday - Friday

	Gym	Sports Hall
Session 1	16:30 - 17:30	17:00 - 18:00
Session 2	17:50 - 18:50	18:00 - 19:00
Session 3	19:10 - 20:10	19:00 - 20:00
Session 4	20:30 - 21:30	20:00 - 21:00
Session 5		21:00 - 22:00

Saturday

	Gym	Sports Hall
Session 1	9:00 - 10:00	9:00 - 10:00
Session 2	10:20 - 11:20	10:00 - 11:00
Session 3	11:40 - 12:40	11:00 - 12:00
Session 4	13:00 - 14:00	12:00 - 13:00
Session 5	14:20 - 15:20	13:00 - 14:00
Session 6		14:00 - 15:00
Session 7		15:00 - 16:00



Generic Protocols for all HSC Use

Our Generic Protocols are applied to all bookings to ensure safety of site users and employees. Generic Protocols may change at short notice, in line with government or Public Health England updated guidance.

Please ensure you read our Generic Protocols guide alongside this documents.

To access this document please click the link below.

[General Protocols - Version 2](#)

Risk Assessment and User Guides

Please find a series of links to download our Risk Assessment and Users Guides. Please note, all documentation are live and therefore may change inline with government guidance.

Document Name	Version	Release Date
General Protocols	Version 2 - Phase 1	23rd July 2020
Risk Assessment / Action Plan	Version 3- Phase 1	10th August 2020
Sports Hall Activity User Guide	Version 3- Phase 1	10th August 2020
Gym User Guide	Version 1 - Phase 1	15th July 2020