

What you can expect from us, and what do we expect from you?

Our Sport & Leisure facilities may look a little different to how you remember them. We've made some changes in line with current Scottish Government advice to keep you and our staff team safe. These changes may include a one-way system throughout the buildings and the car parks and re-purposed areas. Each facility will include increased cleaning and sanitisation and amended bookings schedules and activities.

On your visit, we would appreciate it if you adhered to the following, to ensure that we are able to maintain the measures we have put into place;

- Do not enter the facility if you or anyone in your household is experiencing any COVID-19 symptoms
- Please use the hand sanitiser provided on entry, exit and during your visit
- Follow the signage, one way systems and instructions from staff during your visit
- All activities must be booked in advance using Join@Home. Only come to the facility if you have pre-booked and received an email confirmation of your booking.
- Please arrive a maximum of 5 minutes before your scheduled session start time – this will help us control the flow through the facilities and ensure that there are large groups gathering outside/inside the facility. This also applies for the longer gym sessions, however you can also attend at any point during these longer sessions up until 30 minutes before the scheduled finish time.
- For the Citadel, access to the Centre will be via the access road at the (Ark) side of the building and through the automatic entrance doors. The push/pull doors will be exit only. This access road will be foot traffic only, therefore, when leaving the facility, you will not be able to use this road to get to the main road.
- For users who park in the disabled parking bays at Citadel and require an accessible entrance, they can access using the normal route, but again, through the two automatic doors.
- All users MUST wear a face covering at all times whilst inside facilities, except while exercising
- Our first phase of reopening includes bookable gym sessions and a reduced class timetable, Citadel only. If you're attending the facility to use the gym;
 - Please come ready to work out, there will not be any changing facilities available
 - Our sessions are restricted, however please be patient with other users if they are utilising a piece of equipment you'd like to use
 - Please sanitise your hands regularly and wipe down the equipment using the cleaning materials provided before and after you use it
 - Maintain a safe distance from other users while you are using the gym
 - Do not move equipment, we have placed it so to maintain physical distancing
 - Please do not use a personal towel to wipe down equipment
 - Please bring your own pre-filled water bottle
 - Do not share equipment with other users
- If you're attending the facility to go to a Fitness Class;
 - Please do not gather in groups before or after classes
 - Stay within your marked out 'zone' during the class
 - Please sanitise your hands before and after the class
 - Please wipe down any equipment you use during the class, afterwards (we'll be cleaning it before the class!)
 - If taking part in a Group Cycle class, get on the bike to the left hand side at the start of the class and get off it to the right after the class
- Our second phase of reopening includes phase one plus lane swimming and family swimming, Citadel only. If attending the facility to swim;
 - Use the lockers allocated to your changing cubicle
 - Please shower before entering the water (please be patient, there may be a short wait, as we are limiting the amount of showers in use)
 - Maintain physical distancing whilst waiting to use the showers, enter the pool or leave the pool
 - When swimming, start at the shallow end, on the left hand black line of your double width lane. Move across at the end of the lane, at the deep end, and swim down the other black line – continue this circuit for your session.
 - If you would like to stop and rest, please do so at the end of the lane, facing away from the pool
 - If someone is resting at the end of the lane, please be careful to maintain a safe distance
 - Do not overtake in the pool and remain a safe distance from the swimmer ahead of you

- After your swim, in order to limit the amount of time spent in the changing village, we ask that everyone gets dried and dressed as quickly as possible and heads home for a shower as they will be not be available in the changing area.
- During our third phase we will introduce gym use, lane and family swimming to Troon and lane swimming to Prestwick and Maybole. All points above will remain for these facilities along with both changing areas becoming communal at Troon and Prestwick. We ask that, at this time, each swimmer utilises a cubicle.
- At Maybole, swimmers will be asked to come 'beach ready' with your swimming costume under your clothes, taking a shower before arrival. There will be allocated spaces available on poolside to get changed and storage for clothes/shoes. After your swim you will dry off on poolside, before leaving as directed. Changing facilities and showers will not be available at this time.

If you have any questions or concerns during your visit please let a member of staff know and they'll be happy to help. We look forward to welcoming you back to the Sport & Leisure facilities!