Cabot Learning Federation

WINTERSTOKE HUNDRED ACADEMY SPORTS CENTRE

Winterstoke Hundred Sports Centre Reopening Guidance for Customers

DOCUMENT TO BE SIGNED AND RETURNED PRIOR TO BOOKING.

DOCUMENT IS SUBJECT TO CHANGE IN ACCORDANCE WITH GOVERNMENT GUIDANCE.

Yellow highlighted sections = updated guidance

General

- **It is down to the individual customer to take reasonable personal responsibility when taking part in physical activity.**
- Spectators are not permitted in the building or on the pitches. We kindly ask parents to drop children off for their session, and then either wait in their vehicles or off-site and collect at the end of their session.
- **Following the latest advice from the Government, from Monday 5th October (today) all members will be encouraged to wear a suitable face covering whilst inside the facility (except when exercising). Please wear a face covering when entering the building and when moving around the facility (ie: going to the toilet, or walking to the reception desk). Masks can be removed whilst playing your sport or activity. Children under the age of 11 are exempt.**
- **All staff are also required to wear face coverings whilst inside the facility.**
- Customers must come ready for their booking. **Changing rooms are not available.**
- Only items required for the booking are permitted.
- Towels/'sweat towels' are not be taken into the sports hall.
- Customers are not permitted to enter the building early and must wait until the time of their booking.
- Public Health England (PHE) or equivalent posters will be on display informing customers and staff of social distancing and cleanliness/hygiene protocols throughout the facility.
- Winterstoke Hundred Sports Centre is committed to the wellbeing of their staff and customers, and if they show/have any signs of COVID-19 (temperature, cough and difficulty breathing), they will be sent home to follow Government regulations.
- Winterstoke Hundred Sports Centre will comply with any health designation documentation that the Government implements.
- Customers are encouraged to use hand sanitiser upon arrival and departure.
- Staff will monitor social distancing.
- We have employed a one-way people flow system to reduce congregation in any area of the facility where possible.
- Seating will not be available for customers in the building.
- Customers will be requested to leave promptly following their session.
- Water fountain must only be used to refill water bottles. No mouth to spout is allowed.
- Customers should not cluster in groups before/after sessions.
- Please see separate document from the most recent Government Announcement on 22/09/2020 in regards to indoor adult sport.

Track and Trace

- Track and trace process.
- Following the most recent Government Update, Winterstoke Hundred Sports Centre must now display an official NHS QR code poster from 24 September 2020, so that customers and visitors can 'check in' using this option as an alternative to providing their contact details. NHS QR posters around our venue offers a quick, simple and secure way for visitors to register that they've been to our venue.

STEPS:

- Download NHS Covid-19 App – Available free on Apple store or Google play
- The NHS COVID-19 app has a feature that allows users of our centre to quickly and easily 'check in' to our venue by scanning the code.
- The information stays on the user's phone.
- In England, we do not have to ask people who choose to 'check in' using the official NHS QR code to provide their contact details.
- If there is an outbreak associated with a venue, a message will be sent to the relevant app users with the necessary public health advice.
- This will help to avoid the reintroduction of lockdown measures and support the country to return to, and maintain, a more normal way of life.
- We will ensure that there are options for people to leave their contact details if they do not own a smartphone - Track and trace individual form at Main Reception kept in-line with GDPR legislation.
- QR code check-ins are stored on a phone for 21 days – this allows for 14 days for the virus to appear and seven days when people are most likely to be infectious.

WHO NEEDS TO CHECK IN?

- Anyone over the age of 16 should register their visit. Parents/guardians can do this on behalf of their children if under 16.
- Individuals are encouraged to register (instead of a group representatives) – 1 coach cannot register all members.
- Players, coaches and parent/carers of u16s are encouraged to scan the code.
- **Coaches/instructors must also keep a register of all those that attended a session for at least 21 days**.
- The individual has the right to choose to provide their contact details if they prefer, in place of scanning the QR code.
- Should someone choose to check in with the official NHS QR poster, coaches/instructors should check their phone screen to ensure they have successfully checked in.

Risk Assessments

- **All clubs are required to provide their own risk assessments for their return to sports in relation to Covid-19.**

Schedule

- Our opening times are:
  - **17:00 – 22:00**
- We have reduced our booking times from 55 minutes to 50 minutes to allow for additional cleaning.
  - Staff to clean all touch points regularly between sessions.
  - Any sweat on the floors must be cleaned and dried.
  - **Staff will lock front doors when cleaning to prevent customers entering during cleaning.**
  - Poster on front doors to make customers aware of cleaning in progress.

Sports Hall	Main Hall	3G
17:00 – 17:50	17:00 – 17:50	17:00 – 17:50
18:00 – 18:50	18:00 – 18:50	18:00 – 18:50
19:00 – 19:50	19:00 – 19:50	19:00 – 19:50
20:00 – 20:50	20:00 – 20:50	20:00 – 20:50
21:00 – 21:50	21:00 – 21:50	21:00 – 21:50

  - If your booking is longer than 1 hour – you not be required to break each hour for a clean – your session will finish 10 minutes earlier at the end to allow for clean down time before the next booking.

Cleaning

- Customers are responsible for cleaning their own equipment brought onto the premises.
- Staff to clean all touch points regularly between sessions.
- Any sweat on the floors must be cleaned and dried.
- Bins are emptied regularly.
- Paper towel being used for wiping down equipment is disposed of.
- *"Catch it, kill it, bin it"* policy in place – Posters on display to inform of this.
- Staff will carry out regular cleaning of high-contact touch points throughout the premises.
- Contracted cleaners will carry out an enhanced clean of facilities first thing in the morning.
- If there is a COVID-19 case in the facility, the centre / site will follow the PHE Guidance on cleaning non-healthcare settings, while cleaning all areas of the facility. https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

Entering the Sports Centre

- All customers must abide by social distancing protocols when entering the sports centre and markers have been displayed to support this.
- There is a one-way system through the building which is clearly marked out.

Reception

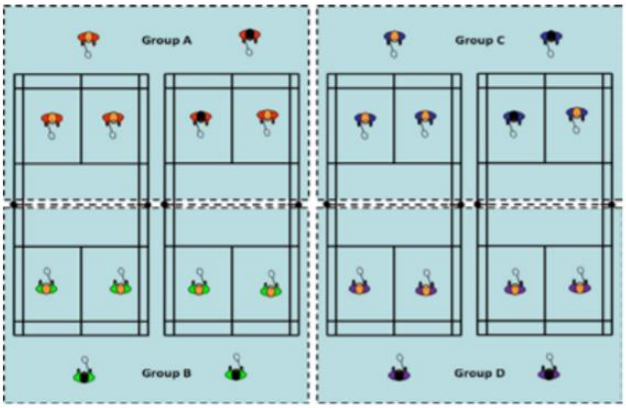
- Hand sanitiser will be provided at reception.
- Customers are encouraged to use hand sanitiser upon arrival and departure.
- Staff will remain behind reception desk in the staff office to comply with social distancing.
    - Protective Screen in place
- Queue management – **markings on the floor and if necessary outside the entrance.**

Toilets / Changing Rooms

- Changing rooms are closed and will be unavailable.
- 1 toilet will be made available on request – Disabled toilet.
- Signage will be in place for washing hands.
- Customers must come ready to play.
- Spray and roll will be available for customer use for touch points (must be binned immediately after).

Sports Hall

- Please ENTER via Main Sports Centre Entrance at the start of your session, and EXIT via the labelled Fire Exit in the Sports Hall at the end of your session.
- If social distancing can take place, courts and halls will be open.
    - However, for any activity where social distancing is not possible, these facilities/activities will remain closed/not played.
- Maximum capacity = 24 people including coaches.
- Pods of 6 allowed on each badminton court. All courts markings can be used as there is a 2m gap between courts. Badminton England recently announced a new approved format which allows bubbles of 6 v 6 (each 6 must stay on one side of the net and never cross into the other sides group). See picture below for reference:



- Customers are not permitted to move equipment.
- Cleanliness protocols must be followed.
- Chairs and tables to be removed to prevent more touch points.
- Relevant guidance should be followed for specific activities.

Main Hall

- Please ENTER and EXIT via the Main Sports Centre Entrance.
- Social distancing guidelines must be followed (2m apart).
- Maximum capacity = 20 people including coaches/instructors
- Cleanliness protocols must be followed.
- No equipment will be shared during classes.
- If possible, markings will be made on the floor to show the area for individuals (not tape).
- Customers are not permitted to move equipment.
- Main Hall users to use the 'Visitors toilet'

3G

- Hand Sanitizer will be available at the entrance to the pitch on a table (to be monitored).
- Encourage customers to use hand sanitiser upon arrival and departure (or people will be directed to where they can clean their hands).
- Customers are under no circumstances allowed to move the goals. If goals need to be moved, they should contact a member of staff.
- There must be no parents or spectators watching around the pitch or car park areas. We kindly ask for parents, carers and/or spectators to drop their children off and wait in their vehicles or off site.

Exiting the Sports Centre

- Customers must exit the sports centre promptly at the end of their booking.
- Customers must take all of their equipment and belongings at the end of their session.
    - **Lost property will be put in a dated bag that will not be opened for 72 hours.**
- Litter must be placed in the bins provided.
- All customers must abide by social distancing protocols when exiting the sports centre.

Return to Sport Guidelines

https://londonsport.org/covid-19/return-to-sport-and-physical-activity-guidance/?fbclid=IwAR1fwrV5TnKJxOrZPL8N1suboCjlWgh-Woc-_f6ctvDxeJTsCxEaODXfkSk

Signed: …….

Date: …….