



Guide to Reopening

www.liveactive.co.uk •



Last updated: 27/10/2020

Welcome Back

It's been amazing to welcome back customers since we reopened our doors on 14th September. Life has changed considerably over the past couple of months, with COVID-19 impacting everyone.

Our staff continue to work hard behind the scenes and have done an amazing job to create a safe environment for you.

Your Live Active experience will be different to what you're used to, but we want to ensure you that the health and safety of our customers and staff is our top priority.

This guide sets out what you can expect when you return and what we have in place to keep you safe. As further restrictions ease, we'll continue to review the activities we have available along with Government, Local Authority and Governing Bodies for Sport guidelines. Updates will be shared on our social media pages and website.

Our Venues

Currently we have the following venues open however they are offering a limited programme of activities. For the latest activities on offer please check our website.

- Bell's Sports Centre
- Live Active Rodney
- Dewars Centre
- North Inch Community Centre
- Live Active Blairgowrie
- Live Active Loch Leven
- Loch Leven Community Campus
- Live Active Atholl
- Breadalbane Community Campus
- Strathearn Community Campus

What to Expect

We're all adjusting to a new normal, so when you visit one of our venue's things will be a little different.

Here's what you can expect:

- Reductions in the number of people in our venues
- Fitness equipment or activities moved to larger or alternate spaces
- Floor markings and one-way systems
- Installation of screens in our reception areas
- Operating a cashless service wherever possible
- Safety guidance signage throughout our venues
- Friendly staff on hand to offer advice and support



Before you visit

- If you have any COVID-19 symptoms (temperature, cough, loss of taste or smell) please do not attend our venues.
- Book your session in advance using Book Online.
- Bring your own water bottle, as our water fountains will not be available.
- Do not bring a 'sweat' towel.
- Do not arrive any earlier than 5 minutes before your session starts.
- Remember your face covering.

During your visit

- Sanitise your hands-on entry; you'll find additional stations located throughout our venues.
- Wipe down all equipment before and after use.
- Speak to a member of staff if you are unsure about anything.



What we've changed

- Introduction of online booking for **ALL** activities: Numbers will be limited so customers must book and pay for all activities in advance using [Book Online](#). Direct Debit and Annual Fitness members can book 14 days in advance, everyone else 7 days in advance.
- Signage will display the latest public health guidance and inform customers and staff of social distancing and NHS guidance throughout our venues.
- There will be a gap between activity sessions to ensure capacity is controlled and to allow time for additional cleaning to take place.
- Hand sanitising stations situated throughout the venue for you to use throughout your venue.

How you can help us

- Arrive ready for your gym or class session. Changing rooms and lockers are unavailable so please come ready and bring minimal items with you and ensure anything you do need to bring can be stored neatly and safely on the floor adjacent to your equipment.
- If you're swimming please come ready with your costume under your clothes to minimise the time spent in the changing rooms.
- A face covering must be worn when moving around the venue and in areas such as reception, changing rooms and toilets. Face coverings are not required when taking part in your activity.
- Respect other users and maintain 2m social distancing at all times.
- Sessions will be limited to 1 hour, therefore please be mindful of others and limit your use of all equipment to 15 minutes.
- Follow the safety guidance in place and adhere to the one way systems.
- Sanitise your hands, before, after and during your session.
- In the interest of hygiene please clean all gym equipment before and after use, using the materials provided giving particular attention to the touch points and control panels.
- At the end of your session please leave promptly via the sign posted exit to allow us to prepare for the next session.

Swimming

- We encourage all swimmers to shower and use the toilet immediately before coming to the venue.
- Please come ready with your costume under your clothes to minimise the time spent in the changing rooms.
- Limited showers may be available for pre / post swim rinse, no soap or shampoo can be used at this time. Hairdryers and vanity areas are not available.
- Please do not queue for showers.
- The pool is currently available for lane swimming only and lane capacities and etiquette guidelines will be provided on Poolside.
- Currently, sessions are available only to Adults or Young Persons at Secondary School aged 11 and over. Everyone attending must be able to comply with the lane swimming etiquette.
- Floats and other swim aids will not be provided, customers should bring their own.
- At the end of your session please leave promptly to allow us to prepare for the next session.



Fitness Gym

- Replace and clean any free weights, discs or dumbbells after use.
- All equipment will be kept 2m apart.
- No “spotting” or group training is permitted in the gym.

Fitness Classes

- If you are attending a Pilates, BodyBalance or Core Stability class you must bring your own mat.

Contact Us

Looking to get in touch? There are a number of ways you can speak to us.

If you have a question about the current activities offered, you can call our venues directly, phone lines will be available during venue opening hours.

For all other enquiries, visit our website or contact us by email or direct message.

-  Bell's Sports Centre: 01738 454647
Live Active Rodney: 01738 454630
Dewars Centre: 01738 454700
Live Active Loch Leven: 01577 867230
Live Active Atholl: 01796 473866

 Website: www.liveactive.co.uk

 Email: leisure@liveactive.co.uk

 Facebook: [/liveactiveleisure](https://www.facebook.com/liveactiveleisure)

 Twitter: [/liveactive_lal](https://twitter.com/liveactive_lal)



Contact Us

Looking to get in touch? There are a number of ways you can speak to us.

We ask all customers to please check our website first as this has the most up to date information available. If you have a question that has not been answered, you can call our venues directly. Please note phone lines will only be available during venue opening hours.



Website: www.liveactive.co.uk



Email: leisure@liveactive.co.uk



Facebook: [/liveactiveleisure](https://www.facebook.com/liveactiveleisure)



Twitter: [/liveactive_lal](https://twitter.com/liveactive_lal)



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Live Active Loch Leven: 01577 867230

Loch Leven Community Campus: 01577 867230

Live Active Atholl: 01796 473866

Breadalbane Community Campus: 01887 822408

Strathearn Community Campus: 01764 657744