

RE-OPENING FACILITIES INFORMATION

From Saturday 25th July 2020 we are excited to announce we will have the following facilities available to you. Although this is not everything, we had hoped for they are positive, small steps in the right direction. As always, we will tread carefully with staff and customer safety paramount.

***We are not currently accepting any day visitors or monthly membership holders into the Indoor Swimming Pool – this will be reserved for Holiday Makers and Tenants only.**

In general, please consider:

- Social Distancing Measures at all times
- Please use hand sanitizer provided at entrances, exits and throughout
- Please use all one-way systems which are in place
- Test & trace Information should be provided where appropriate
- Card payments are preferred although we will still be taking cash

The following information is under review on a weekly basis while we work hard to re-build our business and take time to review and reflect on the Government Guidelines.

Reception

Open 7 days per week 9am – 5pm

We will aim to provide all services the best we can.

Please be patient when trying to contact us. We will endeavour to answer all voicemails and emails within 48 hours.

Check-in between 5pm and 8pm & check-out by 9am - both will remain contactless with all information sent to you prior to your arrival date.

The Indoor Swimming Pool

Open 7 days per week 10am – 5pm.

We are reserving the use for Holiday Makers and Tenants only.

A telephone booking system will be in operation with 1-hour bookable slots, up to 48 hours in advance. Swimming slots will be bookable from Thursday 23rd July onwards via a direct line telephone number between the hours of 10am & 5pm only. We will not respond to voicemails or messages. Please look out for our next update for the booking number.... All bookings **MUST** be made by telephone and not in person to minimize face to face contact.

- There will be maximum of 30 people permitted per session.
- A maximum of 6 persons can be booked per person at any one time.
- All children under 16 years must be accompanied by an adult.
- A one-way system will be in operation with our changing rooms being prioritized for those going out. You will enter via the main reception and then via the double doors just past the normal pool entrance to poolside; please remove all outdoor footwear as you enter. Please come fully ready to swim and with minimal belongings (just a towel is ideal) as our lockers will not be in use. You will take any belongings and towels etc. with you onto the poolside where you will be allocated a numbered area to place them.
- When leaving the poolside, you will enter the changing rooms to change only using the cubicles provided. There will be no showers in use. We ask you to change as quickly as possible and use the shower facilities at your accommodation or the toilet and shower blocks. You will exit by the normal pool exit door and then via the main reception.

At this time the Sauna, Steam Room, Spa Pool, Experience Showers, Heated Loungers, Foot Spas, Gym and Sunbed will all remain closed.

The Shop

Open 7 days per week 9am – 2pm.

We will endeavour to stock all essential items as well as some gifts & souvenirs however, please bear with us.

Please take note of the one-way system in place and use contactless card payments where possible.

Please ensure you wear a face mask.

The café (Open from Fri 24th July)

- Open 7 days per week. Monday – Thursday 12pm – 6pm & Friday – Sunday 12pm – 7pm.
- Take Away Service only.
- A limited menu will be available as displayed at the venue – this will vary day to day.
- Please take note of the one-way system in place where you will enter through the main reception doors and exit via a different door.
- Only 1 person to queue per order please.
- Please use contactless card payments where possible.

The Bar Area

- Open 7 days per week. Monday – Thursday 5pm – 11pm & Friday – Sunday 3pm – 11pm.
- Please take note of the one-way system in place where you will enter through the fire exit to the right of Reception and exit through the fire doors onto the touring field. This facility will remain separate from the main complex.
- We also have a small outside seating area.
- Please use contactless card payments where possible.

The Arcade (downstairs)

Open 7 days per week. Monday – Thursday 5pm – 11pm & Friday – Sunday 3pm – 11pm.

Please use the hand sanitizer provided before and after playing each machine.

All children under 16 years must be accompanied by an adult.

FACILITIES OPENING FROM 1ST AUGUST 2020 ...

JJ's Bowl – From Saturday 1st August 2020

Open 7 days per week – 12pm – 6pm. Children under 16 years must be supervised at all times.

Bowling

- £4.50 per person per game or £20.00 per hour.
- Card payments preferable.
- Please adhere to current social distancing measures and any one-way systems in place as indicated at the venue.
- Reduced number of lanes will be in use.
- Booking is advisable and should consist of no more than 2 households per lane.
- There will be a reduced selection of balls in use.

- Please wear your own shoes - ideally clean training shoes. No open-toes, No high-heels, No flip-flops.
- Hand sanitizer will be readily available and should be used throughout your visit.
- A full cleaning regime will take place between lane users.

Arcade (upstairs)

Please use hand sanitizer provided and maintain social distancing at all times adhering to the one-way systems in place.

Cleaning and sanitizing will take place on a regular basis.

Other Facilities

- Hot and cold drinks with some alcohol beverages will be available.
- A small selection of confectionary including sweets, chocolate, crisps etc. will be displayed.
- 1 x Pool Table available – 50p per game, £1 deposit for equipment – which will be sanitized after each use.
- Our seating area will be limited to allow for social distancing.
- Unfortunately, the Soft Play Area will remain closed as directed by the Government.

Snooker Room available to hire - £5 per hour, £10 deposit for the equipment – which will be sanitized along with the room after each use. Social distancing must be maintained with a maximum of 4 persons to occupy the room at any one time.

Toilets will be accessible on the Gallery however, most of the furniture from this area has been removed.

The Outdoor Pool – From Saturday 1st August

(Holiday Makers & Tenants Only)

We will endeavor to open this facility on fair weather days, 12pm – 5pm at the management's discretion. Children under 16 years must be supervised at all times.

We are still working hard to meet the Government guidelines with skeletal staff. We therefore, hope you can appreciate when you throw the 'Great British Summer Weather' into the equation; opening an outdoor pool area can be a difficult process.

- A decision will be made prior to 10am each day for that day and displayed at Reception.
- A maximum of 50 people are allowed to enter the area at any one time; this will be on a first come first served basis.
- Following this, a one out one in system will be operational.
- Groups should only consist of either 2 households or up to 6 people from different households.
- Basic toilet facilities only will be available.
- There will be no refreshments available.
- Please adhere to current social distancing measures and any one-way systems in place as indicated at the venue.