

Updated 31st July 2020

## Active Northumberland Sports Centre Reopening Phase 1 FAQ

| Membership Questions   |   |
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| Will my membership be automatically restarted? If so, when?  | We will be emailing all members (to their personal email address that we have on record) providing information about membership reactivation and direct debit information.<br>This email also contacts your Member ID and Pin, please check your spam and junk folders too.   |
| I wish to freeze my membership, how do I do this?  | If you wish to continue to freeze your account for a further period you can do so <a href="#">HERE</a> please note this is for a maximum of 3 months.   |
| If the app is down, how can I book?  | You can also book via the Active Northumberland website online booking portal.  |
| Will you be allowing new members to join?  | The safety of our customers and staff is a key priority when we have our phased reopening. This involves restricting numbers into the centres to adhere to government social distancing guidelines. Unfortunately for this reason we will not be able to welcome new members at this stage. Please bear with us, we'd really love to welcome you at a later date. If you wish to be contacted when we are welcoming new members, please complete our form via this <a href="https://docs.google.com/forms/d/e/1FAIpQLScAkaO0XqvdpF8f4Czpl92lxaBqO5CV8HkhZwYzNBuAP0s2A/viewform">https://docs.google.com/forms/d/e/1FAIpQLScAkaO0XqvdpF8f4Czpl92lxaBqO5CV8HkhZwYzNBuAP0s2A/viewform</a> so we can get in touch with you. |
| Will I be able to cancel my membership if I can't manage to get into the classes I would like to attend? | If you wish to continue to freeze your account for a further period you can do so <a href="#">HERE</a> please note this is for a maximum of 3 months.   |
| If I want to freeze my membership - how do I do this?  | This information will be in the email we are sending to all members, however this will also be accessible through your DFC account.   |
| Please can you let the members know what is  | You will receive information to your  |

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| <p>happening with payments and direct debits and what is expected. What is happening with Spa membership? What if you are providing restricted service does that mean reduced payment?</p> | <p>personal email address that we have on record in regards to your direct debit information.</p> <p>All spa memberships will remain frozen as we will not be re-opening the Spas at present. Only beauty treatments will be available at the Tranquillity Spa at Ashington Sports Centre.</p>   |
| <p>When can I discuss my membership with someone?</p>  | <p>You can send an email to <a href="mailto:enquires@activenorthumberland.org.uk">enquires@activenorthumberland.org.uk</a> and we will respond to your query, however we are facing a large volume of enquiries so please be patient for a response.</p> <p>Please note, we are not accepting any new members at this time. If you wish to be contacted when we are welcoming new members, please complete our form via this link <a href="https://docs.google.com/forms/d/e/1FAIpQLScAkaO0XgvdpF8f4Czpl92IxaBqO5_CV8HkhZwYzNBuAP0s2A/viewform">https://docs.google.com/forms/d/e/1FAIpQLScAkaO0XgvdpF8f4Czpl92IxaBqO5_CV8HkhZwYzNBuAP0s2A/viewform</a> so we can get in touch with you.</p>   |
| <p>As the Ashington Leisure Centre will be opening soon, when will our direct debits be restarting?</p>  | <p>You will receive information to your personal email address that we have on record in regards to your direct debit information</p>  |
| <p>I cancelled my direct debit the day before the freeze, is there anyway to restart my membership without having to apply again?</p>  | <p>If your membership has been cancelled unfortunately you will have to wait and rejoin again once we are able to allow new members back. Our apologies for this but the safety of our members and staff is a key priority for us. To adhere to the social distancing rules we have to restrict numbers into the centres. Please bear with us, we'd really love to welcome you back at a later date.</p> <p>If you wish to be contacted when we are welcoming new members, please complete our form via this link <a href="https://docs.google.com/forms/d/e/1FAIpQLScAkaO0XgvdpF8f4Czpl92IxaBqO5_CV8HkhZwYzNBuAP0s2A/viewform">https://docs.google.com/forms/d/e/1FAIpQLScAkaO0XgvdpF8f4Czpl92IxaBqO5_CV8HkhZwYzNBuAP0s2A/viewform</a> so we can get in touch with you.</p> |

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| Will we have to pay our membership fees even if we can't get a time slot?   | Normal T & C's apply in terms of the booking system, this would mean all bookings are a first come first served basis.   |
| What if I have a single site membership and my centre isn't open from 25th July?  | You can use your single site membership to access any of the nine centres that are open. This would be for gym sessions and classes only.  |
| I have a joint membership with my husband and I want to cancel mine. Can I do it or does it have to be my husband as he pays?   | We do not have joint memberships, can you please send an email to <a href="mailto:enquiries@activenorthumberland.org.uk">enquiries@activenorthumberland.org.uk</a> and we will look into this for you. |
| When will the first direct debit payment come out of my bank account once memberships are reactivated?  | The direct debit will resume in August however all of our members will receive an email containing the detailed information you require.   |
| I paid 6 months up front which would have ended in June. Obviously I have only used it until March. Will this automatically just run the extra so I will be able to book on the app when the classes open ? | Yes. The time you have missed will be added onto your membership to ensure you have the correct months you have paid for.  |
| I'm an Active Northumberland member and have received my email with the options, I was just wondering if I freeze my membership for 3 more months would this affect my overall membership expiry date?      | Yes the time will be added onto your end date so that your expiry date is extended if you elect to freeze your membership with us.   |
| When will non-members be able to access the swimming pool please?   | We are monitoring this on a weekly basis and we will keep customers updated through our website and social media channels.   |
| <b>Activities &amp; Classes</b>   |  |
| When will gymnastics/swimming lessons restart?  | Under the current government guidelines we are not able to bring back these activities. We will update customers accordingly when this changes.  |
| Will any children's summer holiday activities be going ahead?   | This will not be running in our first phase of opening   |
| Are you running the summer camp this year with everything going on ?  | This will not be running in our first phase of opening   |

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| Will I be able to book 5-a-side when you reopen on the 25th of July?                     | Under the government guidelines we are currently unable to offer this activity.   |
| Will your squash courts be reopening on the 25th of July?                                | Under the government guidelines we are currently unable to offer this activity.   |
| Which activities will be available from Saturday 25th July?                              | Gym, Fitness Classes, Swimming, Badminton, Table Tennis and Clip n Climb. A full timetable will be available when the booking systems opens on 19th   |
| Do you know when the aqua aerobics classes are starting up again at Blyth sports centre? | The initial timetable will be available with our relaunch classes on the 19th July. We will continue to monitor and assess our timetables to ensure we can offer safe and enjoyable exercise.   |
| Hi when does your bowling open back up?  | PLEASE NOTE OUR BOWLING FACILITIES REMAIN CLOSED DUE TO GOVERNMENT RESTRICTIONS. WE WILL REVIEW IN COMING WEEKS.  |
| When are Exercise on Referral classes returning?   | We are currently liaising with Public Health, we will advise accordingly.   |
| When will squash courts reopen?  |   |
| <b>Booking online</b>  |   |
| When will booking go live on the app for me to be able to book swimming etc?             | <p>The booking system will open on the 19th July.</p> <p>Each person will be able to have a maximum of 3 activity slots booked at any one time. Once an activity has been attended, another activity slot can be booked. You will be able to book slots 7 days in advance.</p> <p>All members will receive an email this week explaining how to book. This email will hopefully go out on Wednesday 15.</p> |

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| Do you have any idea when the Clip n climb at Cramlington will re-open?   | Clip 'n Climb will be opening on the 25th July. We are only accepting online bookings currently at <a href="http://www.clipnclimbcrاملington.co.uk">www.clipnclimbcrاملington.co.uk</a>  |
| In Ponteland Leisure Centre the weights room and cardio room are separate ... is your time slot for both areas ? Xx | Yes your time slot will be for both rooms but numbers in each room will be limited.  |
| <b>General Questions</b>  |  |
| Which centres will be open on Saturday 25th July?   | 10 centres will re-open on Saturday 25th July. They are:<br>Ashington Leisure Centre, *Blyth Sports Centre, *Concordia Leisure Centre, Ponteland Leisure Centre, *Prudhoe Waterworld, The Pegasus Centre, The Riverside Centre, The Swan Centre, Wentworth Leisure Centre, Willowburn Sports and Leisure Centre<br><br>*The swimming pools at Blyth Sports Centre, Concordia Leisure Centre and Prudhoe Waterworld will open in early August |
| When will Newbiggin Sports and Community Centre reopen?   | 1st September  |
| I've lost my ID and pin - what do I do?   | Drop us a private message on the Active Northumberland Facebook Page and we'll retrieve these for you. (This information will also be emailed to all DD members?)  |
| Will it be mandatory to wear face masks?  | No, if you wish to wear one however please bring your own from home.   |
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