



**NEW FOREST**  
HEALTH AND LEISURE

# Terms of use

During COVID-19 Pandemic

A temporary record of customers and visitors will be kept for at least 21 days to support the NHS test and trace. This information will include name, contact numbers, activity undertaken, and date and times of entry and exit.

Do not use the centres for ten days if you are displaying signs and symptoms of COVID-19 and for 14 days if any member of your household displays signs and symptoms of COVID-19. You should arrange to get a test immediately.

All activities must be prebooked. Where possible make all bookings online or over the phone.

Use contactless payment where possible at reception and when vending.

Please expect to wait outside for your activity. A member of staff will collect you five minutes before your prebooked activity starts.

Arrive changed ready for your activity, there will be no showers or dry changing areas available. Toilet facilities and wet changing facilities are available.

Please wear a face covering\* in all communal areas. These include; viewing galleries, toilets, reception and corridors. Face coverings can be removed when using the gyms, swimming pools and whilst participating in group fitness classes.

Always comply with social distancing (2m) whilst waiting to enter and around the centre.

Always adhere to the one-way systems and follow signage and floor markings as instructed.

Use hand sanitisers regularly.

Always clean equipment with Virucidal disinfectant spray and paper cloths provided before and after use. Do not use your own towels.

Bring your own water bottle and mat if required. Face to tap drinking at water fountains is prohibited, only the refilling of personal bottles allowed.

Only arrive in time to attend your pre-booked session, you will be required to leave at the end of your booked session to enable us to clean down equipment before next session.

Be respectful to other customers and staff.

Refrain from cancelling bookings once made, unless there is a genuine emergency.

Customers who do not comply with centre use terms and conditions will be asked to leave and their membership maybe cancelled.

*\*unless you are exempt from wearing a face covering*



[newforest.gov.uk/leisure](http://newforest.gov.uk/leisure)