

YMCA Fitness Centre FAQs

I am not ready to come back to the gym or attend classes, can I keep my membership frozen?

All memberships will resume on Saturday 25 July, however we are giving our members the option to keep their membership frozen for up to 6 months. You must let us know by Friday 24 July.

If I have opted to keep my membership frozen and decide I am ready to come back, what should I do?

Please call us ahead of returning so we can reinstate your membership. You may be required to make a pro-rata payment when you come in depending on the date of the next direct debit

Do I need to pre-book a time slot?

We anticipate that we will not reach our capacities so currently do not have pre-booking in place. We are asking that gym goers limit their workout to 60 minutes for the time being. We will be monitoring the situation closely and have a back-up booking system if required.

Is the gym capacity capped?

As with the classes, our gym capacity will be limited. Fitness Advisors will be doing regular head counts to ensure that we do not go over the set capacity.

Do I need to wear a mask?

The current advice by the World Health Organisation and UK Government is to not wear a mask when exercising. You may see some of staff wearing masks when doing specific activities around the centre.

What is happening regarding the cleaning of gym equipment?

It's going to be a team effort. Our staff will be cleaning all high touch areas, which includes gym equipment, every 3 hours. Members must also wipe equipment down before and after use.

Can I come and see the new layout?

While we are busy getting the centre ready unfortunately we won't be able to show you around the building. Once we are open on 25 July, you are more than welcome to come and have a look. If you are not quite sure if you wish to return straight away then it is best to freeze, so you don't get over charged, and then come and take a look. We can then adjust your membership from there.

Last updated: 20 July 2020

Will the water fountain be in use?

Yes, but you won't be able to drink directly from it. Please bring a water with you which you can fill up.

What about racket sports?

We are looking to having some racket sports in place but just need to firm up the restrictions that will be in place.

Will the vending machines be in use?

Yes, they will be in use. Please use the hand sanitiser in reception before using a vending machine. Please note, there will no seating in the reception area.

Are the showers open?

Unfortunately, the showers are not open at this time.

Exercise Referral FAQs

Will I still be able to have a cup of tea/coffee after my exercise referral class with fellow members?

No, at the moment we will not be able to accommodate this due to the limited seating in the reception area and minimising time our members spend in the centre.

If I attend Wayne's virtual exercise referral classes can I still come in and use the gym or attend face 2 face classes?

Yes, you can, if you have a premium membership this will cover you for both virtual and face 2 face sessions. You will not be required to Pay As You Go if you have taken out a membership for the virtual classes.

Will I need to book to attend an exercise referral class and will other members of the public be in the gym at the same time?

We anticipate that we will not reach our capacities so currently do not have pre-booking in place. We are asking that gym goers limit their workout to 60 minutes for the time being. We will be monitoring the situation closely and have a back-up booking system if required. Like before lockdown other members of the public will be able to access the gym during the time of a class, although we will be monitoring the numbers in the gym at all times.