



COVID-19 - Frequently Asked Questions

When will Volair clubs be reopening?

All Volair clubs will reopen from Saturday 25th July 2020. Our team have been working hard to make sure that we have hygienic and safe environments for you to enjoy.

Will it be safe to visit?

The safety of our members and staff is our priority. Prior to reopening, we will ensure that we have every safety measure in place to ensure our members are as safe as possible. To show our commitment to keeping our members safe we will initially be maintaining 2 metres social distancing in our fitness suites and group fitness classes.

What measures are you taking to protect your members?

In addition to maintaining 2 metres social distancing in the fitness suite and group fitness classes we have put a number of other measures in place. You can find out about these measures here. <https://volair.org.uk/flex-page/welcome-back/>

Will I have to queue to gain access to the club?

We are introducing a booking system as a temporary measure, this will ensure you are guaranteed entry to the club at your designated time, and also we can allow for social distancing measures. You may be required to queue briefly when you first arrive if there are a number of members arriving at the same time. It is important to pre-book online and remember your membership card to allow for contactless entry.

Fitness Sessions

Members can book a 90 minute visit to the fitness suite. After each 90 minute visit we will have a 30 minute close down period for important cleaning.

Swimming Sessions

Members can book a 90 minute visit to the swimming pool. This session will be 60 minutes allocated for swimming followed by 30 minutes to allow for showering and changing. Changing rooms will be cleaned in between all sessions.

Group Fitness Classes

Group fitness classes will need to be booked in advance. We ask members not to arrive more than 5 minutes before their class start time.

Activity Bookings

All other activities including badminton and squash must be booked in advance.

We will be launching a brand new booking portal before opening to make this as easy as possible, members will receive more information prior to reopening.

Will there be limited facilities/equipment available?

The vast majority of our clubs and fitness suite equipment will be available as normal, with social distancing in place. However steam rooms & saunas will need to remain closed.

Group fitness will be returning with a reduced timetable, this is to allow for increased cleaning between classes. This is a reopening timetable and will increase as we settle back into being open.

Dry side changing rooms will remain closed. Members are asked to shower at home following their fitness session or class.

Children's swimming lessons will not be returning immediately. We are working on how best to bring back swimming lessons with as little disruption to the children's lesson as possible. We will aim to have lessons back for September but will communicate directly with parents when a date is set.

Junior swimming and fitness sessions will not return immediately.

Can I wear a face covering when visiting?

Masks are now recommended in a number of different environments where social distancing may be difficult to maintain.

Members are welcome to wear masks around our clubs if they would feel more comfortable however we would not recommend masks during exercise. This is in line with the World Health Organisation guidance on face masks while exercising.

Can you pass COVID-19 from sweat?

No, COVID-19 is not transmitted through sweat. When exercising you could be more tempted to wipe sweat from your face using your hands. Members should wash their hands often and use the hand sanitiser provided and avoid touching their face. You are encouraged to clean down the equipment before and after use. We have installed cleaning stations around our clubs with hand sanitiser for easy access.

Can junior use the fitness suite & swimming pool?

Yes, existing junior members can attend both the fitness suite and swimming sessions. These sessions must be pre booked in advance.

Fitness Sessions

Monday - Friday 11am, 1pm & 3pm sessions

Swimming Sessions

Juniors can attend any swimming sessions. All swimming sessions are structured lane swimming sessions. Juniors (under 16's) must be accompanied by an adult and be a competent swimmer.

Memberships

When will my membership payments restart?

All payments were frozen when we closed our clubs on 20th March and no payments have been collected since that time. Direct Debit payments will restart from 1st August onwards. Any credits due will be deducted from your next payment.

Junior swimming lesson memberships will remain frozen until lessons resume.

I'm shielding, can I extend my membership freeze?

At the moment the Government advice for shielding is due to end on 1st August however we understand that not all of our members will feel ready to return. We will be offering all of our members the opportunity to freeze their membership for up to 3 months after we reopen. We must stress that all memberships will restart upon reopening, so should you wish you request this freeze, you will need to contact us. You can request a membership freeze online. volair.org.uk/membership-freeze-request

I'm not a member at the moment, can I join?

Yes, direct debit memberships will be available online. We will be monitoring the number of members visiting our clubs and should there be any access issues we will take action to ensure our loyal members are prioritised which may result in us temporarily limiting the opportunity for new members to join. We will not be offering free guest passes in the first weeks of reopening.

I have an annual membership, what will happen with the time I have lost?

We will not be offering refunds on any memberships. All annual memberships will be extended in line with the length of the club closure.

I paid for a month's membership using a pay as you go option, will I be refunded?

We will not be offering refunds on any memberships. Your membership will be extended to cover the length of the club closure.