

## **General Member and User Communication**

### **(SBL & Wellsway Sports Centre)**

**13.12.2021**

Dear Member / User,

I hope you are keeping well and safe and enjoying a positive lead up to the festive period.

We wanted to drop in a brief update to you all prior to Christmas, to reinforce the brilliant work the team are doing, and reassure you of some of the measures that are being delivered on during, what is still a turbulent time due to Covid19.

Since the reopening of our dual use leisure facilities, back in April 2021, it's been fantastic to see so many groups, sports teams and individuals participating in an array of activities. After such a start / stop 2020 into 2021, being able to invite everyone back to get active and socialise again has been pleasing to see. Well done to all involved.

That being said, it's been a challenge. Our team like many across varied service sectors have been hit hard with isolation, illness and other issues. We have been working with the support of UKActive and our own compliance specialists to ensure our facilities operate in a covid secure way, which has meant changes to group exercise, opening times and booking systems. How we collect payment has changed also, and we have been hit hard with supply challenges, whereby service parts for our equipment in our gyms are taking up to 8 times longer to arrive than 'normal'.

To counter the above challenges, we have done our best to ensure we do the basics well, ensuring we stay open, stay clean throughout our buildings and we are now sourcing a number of new options and suppliers to shorten lead times for equipment repair. Essentially we are looking to control the controllable and offer you the best facilities and services possible during these challenging times.

As a user, or member, we want to thank you for your continued support, and patience while we navigate through the next stage of covid19. We will also be guided by the government policies being a dual use schools entity, and have trust in the guidance to keep everyone safe.

During the festive period and into 2022, we will continue to provide sanitisation stations in key areas of the centre. Our enhanced touch point cleaning will continue to be maintained and we will encourage the use of face masks when moving around our sites indoors, until guidance says otherwise.

Our commitment and promise is to ensure we keep everyone safe and healthy, while continuing to keep our facilities open for use and enjoyment.

There is much research now, showing that gyms and sports centres remain extremely low risk to the population and that staying active will support a stronger immune system than those staying sedentary.

Please refer to the link below for further information and stats:

[Confidence in UK fitness and leisure sector safety remains very high as operators show less than one COVID-19 case per 100,000 visits since April reopening | ukactive](#)

We will be updating our websites and social pages also to keep you informed as before.

Moving into 2022, we have some exciting developments taking place which will enhance your overall experience. We will be moving to an online booking platform for sports facility hire, which will allow you to search, book and pay for hire prior to visiting. We are also looking to invest into our facilities substantially during 2022 across both Wellsway and SBL, so please look out for further updates on this.

In the mean time we cannot thank you enough for the continued support throughout this pandemic period and hope you have a joyful festive break.

Kind Regards and Best Wishes

Dave Cook

Commercial Director

WMAT Trading Co Ltd.

(Trading on behalf for Futura Learning Partnership)