

Reduce the risk of COVID-19

COVID-19 BADMINTON GUIDELINES

General

- Stay home if you feel unwell.
- Please use the hand sanitising stations available to sanitise your hands before and after your court booking (these are located outside the arena near the doors as you walk in).
- Follow physical distancing guidelines.
- Follow the directional arrows and be mindful of both one and two-way systems.
- Face covering must be worn in communal areas of the centre. Customers do not have to wear a face covering when taking part in physical activity.
- Be aware that guidance can change and restrictions may be reintroduced - ensure you have checked the latest version of guidelines for your activity.

Before your session

- All court bookings must be made in advance (this will not be possible to do online so must be done with Customer Services on 01856 879900).
- Although equipment is available for hire, we recommend that you bring your own if you can. The equipment we hire out will be disinfected before and after use by our Customer Services team.
- Upon your arrival, you will be checked in at the desk. Follow the directional arrows and be mindful of both one and two-way systems.
- You are only permitted to remove your mask when you enter the court. You must wear your mask if you wish to leave the court (i.e. to use toilet facilities).
- Arrive 'badminton ready' as no changing or shower facilities will be available.
- The use of lockers will be heavily restricted within the Centre so it is advised that you leave your belongings just outside your court and away from the main walkway to reduce any trip hazard.
- We advise you bring a prefilled water bottle that will last the full duration of your booking (although there will be drinks available for purchase at reception).
- Arrive no more than 5 minutes before your booking is due to start, or 5 minutes after your booked time slot. This is to avoid congregation and check all customers in safely.
- If you are unable to attend your court booking please ensure you cancel this with our Customer Services team on 01856 879900.
- Cancellations made within six hours of the booking will be charged in full.



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Equipment

- Take all your own equipment where possible (do not share equipment such as rackets, grips and towels).
- It is good practice to clean your hands during play, so we recommend that you have your own hand sanitiser for this reason (however there is a bottle of hand sanitiser set up on the cleaning station within the arena).
- Only take the minimum amount of equipment with you that you need to play.
- Clean and wipe down your equipment, including rackets and water bottles before and after use with the disinfectant and blue roll supplied.
- Ensure you take all your belongings with you at the end of the session and do not leave anything behind.

During your session

- There is a cleaning station set up on a table with disinfectant spray and blue roll along with hand sanitiser for use if you would like to sanitise equipment during your session.
- Stay within your booked court. No spectating should take place other than a parent or carer who is supervising a child or vulnerable adult.
- Ensure you stay on your side of the court if playing with another household and maintain physical distance at all times.

After your session

- After completing your game, please vacate the Centre via the exit route as highlighted by floor vinyl's and signage as quickly as possible to allow for our staff to then clean the touchpoints ready for the next booking.