



YMCA GYM

Fantastic gym facilities at the heart of your community. Part of YMCA North Tyneside

FAQ's

- **When will YMCA Gym reopen?**
We are reopening on Monday 27th July, 12 noon..
- **What are the Opening Hours?**
We have temporarily revised our gym opening hours to keep staff and members safe. This means that we can also increase the level of cleaning and run a deep clean while the gym is closed.
Monday - Friday 07:00-20:00
Saturday - Sunday 09:00-15:00
- **Are you Restricting Numbers in the Gym?**
Yes, we will have restricted numbers per hour. Different areas of the gym will have maximum capacity of participants to allow members to keep socially distanced (2m)
- **Will I need to book?**
Yes. Booking slots will be available through our membership software.
<https://ymcagym.clubm.mobi/portal/booking/forthcoming>
If you need to cancel or amend your booking you can log on and make changes. If it is within 24 hours of your booking you will need to give us a call on 0191 2575434.
- **How long can I stay in the gym?**
We are recommending members train for a maximum of 1 hour in order to keep the number of members in the gym at any one time low.
- **How do I access the gym?**
Entry/Exit will be through our Church Way doors. We have improved our safety and hygiene for accessing the gym. The doors will be on a sensor control and open on arrival. All we ask is that you give way to someone leaving the gym before entering to enable social distancing. There will be a hand sanitiser unit to clean your hands as you enter. The door to the gym will remain open at all times and is connected to a sensor in case of emergency. Please scan your membership card upon arrival.
- **Hygiene and Safety in the Gym**
All members will be given a cleaning spray upon arrival to clean equipment/machines before and after use. There will be disposable tissue around the gym to wipe the equipment/machines. All equipment/machines will be cleaned regularly throughout the day by staff and will receive a deep clean at the end of the day when closed. We have additional hand sanitisers around our facilities to regularly wash your hands. High traffic touch points will be cleaned on a regular basis.
- **Free weights/Functional Room**

Numbers will be restricted in these areas to keep safe distances between other members. Access to the Free weights and male changing rooms will be through the stairs past the gym desk and exit through the fire exit stairs leading to Church Way exit.

- **Classes**

We will have a reduced number of classes on reopening. Please check our latest class timetable: (Coming soon)

We have reduced the number of spaces in classes to help members keep a safe distance from others. Book your class here: <https://ymcagym.clubm.mobi>

We have also staggered class start times to avoid congestion when members are entering and leaving the class. All equipment will be cleaned between classes and where possible classes will be equipment free.

- **Will Changing Rooms and Lockers be available?**

Yes, you can still access the changing rooms, however we would recommend you arrive 'gym ready' to reduce the need to access the changing rooms. Showers, hair dryers and hand dryers will be out of use. A number of lockers will have been locked to ensure members safety.

- **What will happen with my membership payments?**

All memberships were frozen at the time of our closure in March and will remain frozen until we reopen. Any credit on your account from the closure period will be added on. This includes pre-paid annual and monthly passes.

- **Inductions**

Due to social distancing measures we will create a digital induction process for new members in the coming weeks.

Programmes

All programme cards have been scanned and can be emailed to individual members upon request.

- **Is there support for Vulnerable Gym Members?**

We will put measures in place to support members once we reopen. More details to follow.

- **Will I have to wear a face mask?**

No, face masks are currently not required. We continue to monitor Government guidelines for any changes.