



# Bannatyne

Health Club & Spa

COVID-19 REOPENING PLAN  
**JULY 2020** HEALTH CLUBS



# STAFF JOURNEY

Providing our Staff Members with a safe, clean environment to work in, taking responsible precautions and making adjustments to promote social distancing and increased hygiene levels so that our Members & Guests can enjoy the facilities we have on offer to keep them fit & healthy.

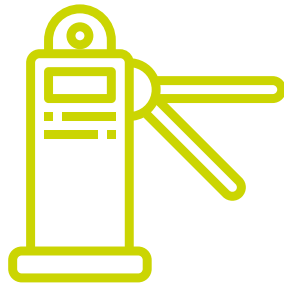


# MEMBER JOURNEY

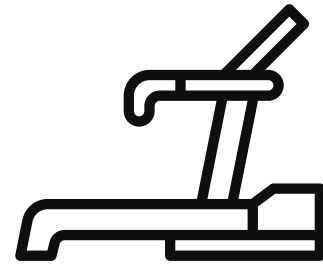
We have taken responsible precautions and have made adjustments to promote social distancing and increased hygiene levels so that our members and guests can enjoy the facilities we have on offer to keep them fit and healthy.



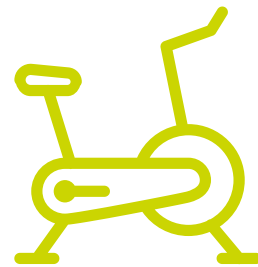
PRE-ARRIVAL COMMUNICATIONS



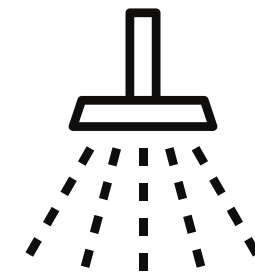
CLUB ARRIVAL



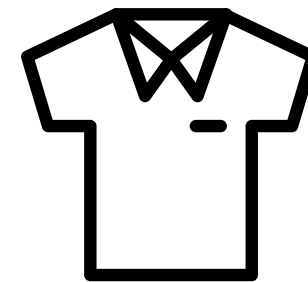
GYM FLOOR



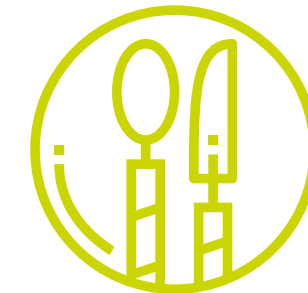
CLASSES



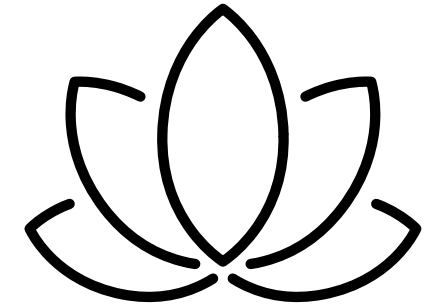
CHANGING ROOMS



STAFF



CAFE BAR



SPA



# PREVENTATIVE MEASURES

This plan was put together with advice from UK Active, Government advice & procedures, benchmarking with other venues the aim to reinforce the safety of our facilities.

	PRE & ARRIVAL	CHANGING ROOMS	GYM FLOOR	CLASSES	POOL AREA	CAFE BAR	STAFF MEMBERS
--	---------------	----------------	-----------	---------	-----------	----------	---------------

## SCREENING

- |  |   |  |   |  |  |   |
|--|---|--|---|--|--|---|
| <ul style="list-style-type: none"> <li>• Clear messaging will be sent prior to arrival to inform of the new steps in place.</li> <li>• Temperature checks upon arrival (forehead non-contact) Stay away if you have been told to isolate or if you have any of these symptoms: lost your sense of taste and/or smell, a continuous cough or a high temperature.</li> <li>• Temperatures over 35.6 degrees will be denied access</li> </ul> | <ul style="list-style-type: none"> <li>• Encourage Members to change &amp; shower at home wherever possible.</li> <li>• Audio messages to remind Guests to follow new procedures &amp; social distancing</li> </ul> | <ul style="list-style-type: none"> <li>• Audio messages to remind guests to follow new procedures &amp; social distancing</li> <li>• Signage to remind Members of the new procedures &amp; how to follow them</li> </ul> | <ul style="list-style-type: none"> <li>• Reduced number of spaces for classes available to pre-book</li> <li>• Outdoor areas utilised where possible</li> </ul> | <ul style="list-style-type: none"> <li>• Audio messages to remind guests to follow new procedures &amp; social distancing</li> <li>• Out of order signs on Spa Pool, Saunas &amp; Steam Rooms</li> </ul> | <ul style="list-style-type: none"> <li>• Audio messages to remind Guests to follow new procedures &amp; social distancing</li> </ul> | <ul style="list-style-type: none"> <li>• Temperature checks upon arrival (forehead non-contact)</li> <li>• Temperatures over 35.6 degrees will be sent home.</li> <li>• Showing any relevant symptoms - will be sent home.</li> </ul> |
|--|---|--|---|--|--|---|

## SANITISATION

- |  |  |  |  |  |   |   |
|--|--|--|--|--|---|---|
| <ul style="list-style-type: none"> <li>• Santiser placed at the entry which guests must use upon entry.</li> <li>• Signage to highlight the preventative measure such as increased hand hygiene &amp; cleaning stations</li> </ul> | <ul style="list-style-type: none"> <li>• More frequent &amp; enhanced cleaning schedule of changing room areas.</li> </ul> | <ul style="list-style-type: none"> <li>• Cleaning Stations put on gym floors with clear instructions on how to wipe down equipment before &amp; after use</li> <li>• Hand sanitiser available on the gym floor</li> <li>• No sweat towels to be used and bubbler taps turned off water fountains for hygiene reasons.</li> </ul> | <ul style="list-style-type: none"> <li>• Prior and after each class all equipment will be cleaned by Staff</li> <li>• Floors to be cleaned after each class</li> </ul> | <ul style="list-style-type: none"> <li>• More frequent &amp; enhanced cleaning schedule of Pool area.</li> </ul> | <ul style="list-style-type: none"> <li>• Printed menus to be removed and digital boards or single use menus to be used</li> <li>• Newspapers &amp; Magazines to be removed</li> <li>• Encourage Take Out orders</li> <li>• Enhanced &amp; more frequent cleaning in between each use</li> </ul> | <ul style="list-style-type: none"> <li>• Face coverings provided for all staff (other relevant PPE supplied where necessary)</li> <li>• Hand Washing &amp; the use of Hand Sanitizer to be completed frequently throughout the shift</li> </ul> |
|--|--|--|--|--|---|---|

## SOCIAL DISTANCING

- |  |   |   |  |   |   |  |
|--|---|---|--|---|---|--|
| <ul style="list-style-type: none"> <li>• Floor markers to show Members/Guests where to stand so that they are correctly distanced 2ms apart during entry to the Health Club.</li> <li>• Giveaway to members exiting the Health Club</li> </ul> | <ul style="list-style-type: none"> <li>• Some lockers to be marked as out of use to encourage social distancing.</li> <li>• Floor markings to encourage social distancing.</li> <li>• Some shower cubicles to be marked as out of use to encourage social distancing</li> </ul> | <ul style="list-style-type: none"> <li>• Floor markers to show where to wait to use equipment</li> <li>• Dual person equipment clearly marked as 1 person at a time</li> <li>• Gym equipment will be arranged so that there is a 2m distance between pieces of kit</li> </ul> | <ul style="list-style-type: none"> <li>• Floor markers to show each class Members workout area</li> <li>• Live-streamed classes for Members that don't obtain a reduced class size space</li> <li>• Group Cycle classes to be socially distanced by removing or marking bikes as out of use</li> </ul> | <ul style="list-style-type: none"> <li>• Spa Pool, Sauna &amp; Steam Rooms closed as cannot monitor social distancing.</li> </ul> | <ul style="list-style-type: none"> <li>• Floor markers &amp; signage to show where to wait to be served.</li> <li>• Some tables removed</li> <li>• Only 1 guest per sofa</li> <li>• Cashless payment via card/mobile/B360 band only no cash payments</li> </ul> | <ul style="list-style-type: none"> <li>• Staff to abide with all social distancing measures</li> <li>• Staff rooms &amp; areas reduced capacity to ensure social distancing</li> <li>• Staff breaks staggered</li> </ul> |
|--|---|---|--|---|---|--|

# SPA PREVENTATIVE MEASURES

This plan was put together with advice from UK Active, Government advice & procedures, benchmarking with other venues the aim to reinforce the safety of our facilities.

## BOOKINGS & PAYMENT

- Phased approach - Initially we will be operating with treatment only appointments.
- Spa day bookings will come later in the second phase.
- Revised treatment menu - A risk assessed treatment menu has been created to streamline the current offering.
- Pre-booked appointments only - No Walk-In's
- Online medical profile /screening - Client questionnaires will be completed online or pre-completed before arrival at the Spa.
- Contactless payment only
- or 360 Bannatyne Wristband - to be used for on the day purchases. E.g. retail

## SOCIAL DISTANCING

- Spa staff will need to be conscious of distancing in the Spa and allow 2 meters between their colleagues and clients, unless performing a treatment.
- Where applicable, you will work in one treatment room for your shift.
- Dual rooms treatments will be currently unavailable. Single occupancy will be permitted in the dual room.

## HYGIENE

- Reviewed hygiene measures - New protocols and procedures have been put in place to ensure the strictest hygiene standards are upheld. To include full instructions detailing everything you will need from protocols, products, touch points, towels, uniform and PPE.
- 15 minutes between each client - sanitisation time has been built into the bookings to allow cleaning down of areas, equipment and touch points to ensure everyone's safety.
- Hand washing - Hand washing will be mandatory for clients and therapists before and after every treatment and when using the relaxation rooms.
- Nail/Foot files must be one use only, Nail tools/buffers to be cleaned and stored in a sterilising unit after every client.
- Gel lamps to be sanitised with Nas 99 inside and out after every client
- Pedicure thrones to be sanitised after every client
- All tools for lash/brow treatments to be sterilised in Barbicide after every client
- Treatment - Protect head hole with couch roll; ensure inside the head hole is also protected
- Towels changed - Base, Top, Headhole

## TRAINING

- You will receive training prior to your spa opening.
- Training aids, SOPs and PPE instructions will all be accessible to you via the Elearning platform where you will complete the online modules.
- Prior to opening, you will also complete a re-orientation day back into the business to complete a 'walk through' of the new procedures in place.

## PPE

- The company will provide aprons and disposable gloves to all employees. 2 x reusable/washable face masks and a face visor will be provided per therapist.
- Clients will be required to wear their own face masks throughout their treatment. Face Masks will be available for purchase in the Club if they forget.
- Spa team - will be required to wear PPE whilst in the building. You will be required to wear Face Masks/protective visors depending on which treatment is being administered. Disposable aprons and gloves will also be in evidence for treatment, cleaning and sanitising the areas. Treatments have been risk assessed into categories.
- PPE PROCEDURES MUST BE ADHERED TO AT ALL TIMES



# GUEST SIGNAGE AT ENTRY

Sign to be positioned prior to entry to the Health Club, this will also be posted frequently to our Social Media channels, on our internal D6 screens and via our Member App.



**WELCOME BACK**  
STAY FIT STAY SAFE

 Stay away if you have been told to isolate or if you have any of these symptoms: lost your sense of taste and/or smell, a continuous cough or a high temperature.

 Temperature screening. Anyone with a high temperature will be denied access.

 Maintain social distancing of 2 metres whilst within the Club.

 Wash your hands using warm water and soap. Use the Hand Sanitising Stations provided.

 Use the Cleaning Stations provided to clean equipment both before and after use.

 When released by the Government, please register and use the NHS Tracking App.

 Cover your mouth and nose when you cough or sneeze and bin the tissue immediately. Then wash your hands.

 No cash. Payment using only your B:360 Wristband or contactless method.

Be respectful and considerate towards our hardworking staff, who are enforcing these measures for your safety and wellbeing.

**Bannatyne**  
Health Club & Spa

Poster & D6 screens



**WELCOME BACK**  
STAY FIT STAY SAFE

 Stay away if you have been told to isolate or if you have any of these symptoms: lost your sense of taste and/or smell, a continuous cough or a high temperature.

 Temperature screening. Anyone with a high temperature will be denied access.

 Maintain social distancing of 2 metres whilst within the Club.

 Wash your hands using warm water and soap. Use the Hand Sanitising Stations provided.

 Use the Cleaning Stations provided to clean equipment both before and after use.

 When released by the Government, please register and use the NHS Tracking App.

 Cover your mouth & nose when you cough or sneeze and bin the tissue immediately. Then wash your hands.

 No cash. Payment using only your B:360 Wristband or contactless method.

Be respectful and considerate towards our hardworking staff, who are enforcing these measures for your safety and wellbeing.

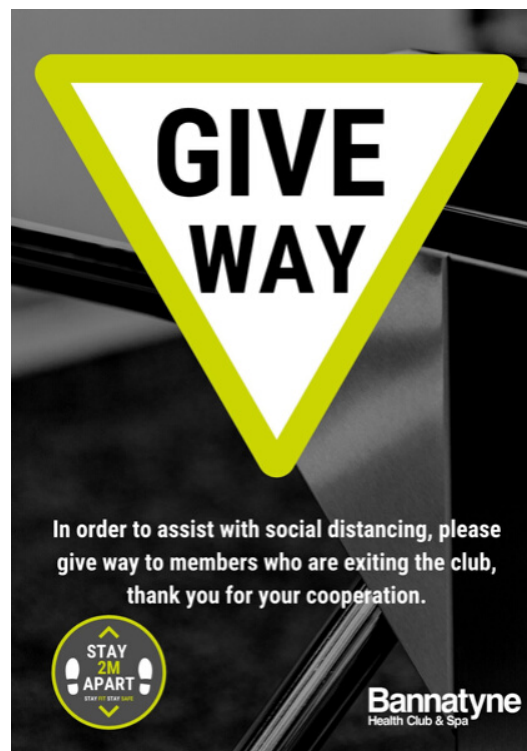
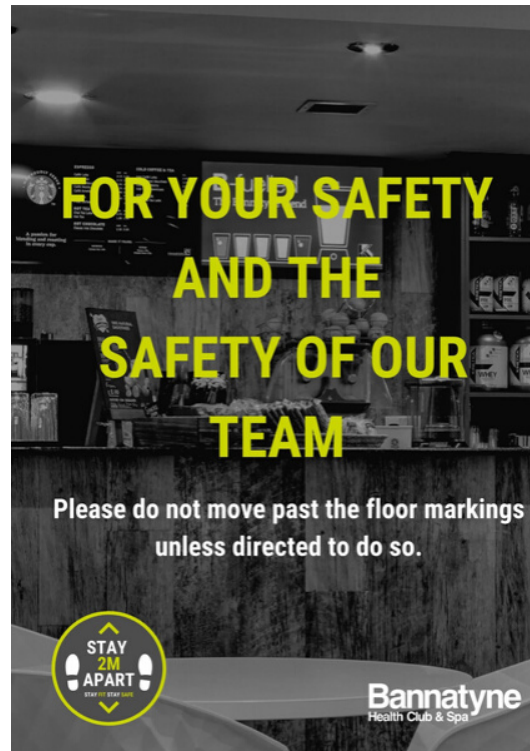
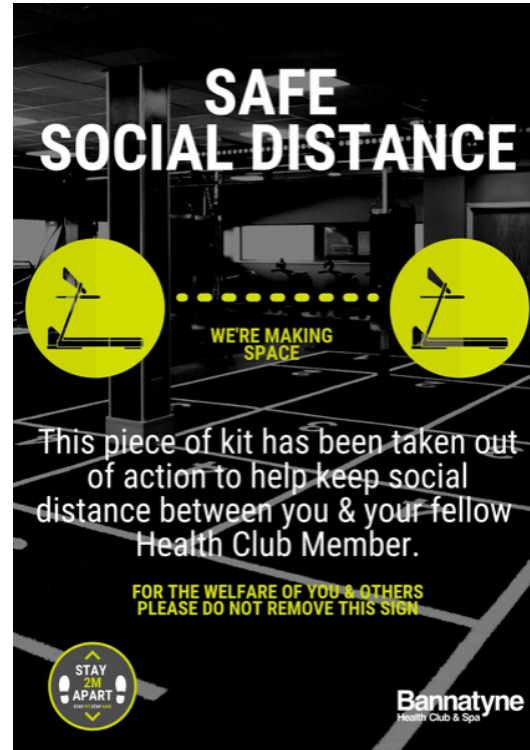
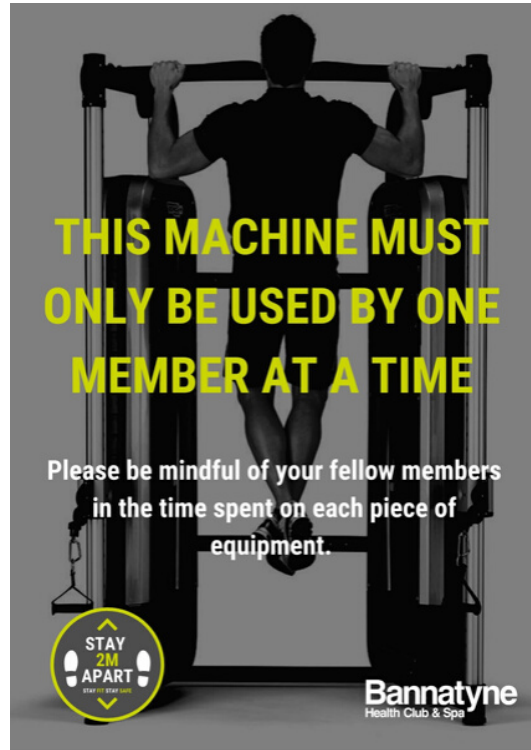
**Bannatyne**  
Health Club & Spa

Social Media



# SOCIAL DISTANCING SIGNAGE

Examples of communication planned across the Health Club & at key points such as lockers, walkways, gym floor, etc.



**Floor markers that will be placed around the Health Club.**

**Signage examples for different areas of the Health Club.**

# CLEANING STATIONS

Up to 10 cleaning stations per site will be installed (sample shown below), instructions on how to correctly clean down equipment before & after use are clearly marked on them so that members can effectively clean the equipment prior & after use as an extra measure in between our staff enhanced cleaning schedule.

**CLEANING STATION**

TO MAINTAIN A HIGH STANDARD OF CLEANING AND SANITISATION OF ALL SURFACES BEFORE AND AFTER USING THE GYM AND FITNESS EQUIPMENT PLEASE FOLLOW THE INSTRUCTIONS BELOW:

1. GATHER A PORTION OF THE DISPOSABLE ROLL FROM THE DISPENSER.
2. FOLD THE MATERIAL INTO A PAD, WHICH COVERS THE SPAN OF YOUR HAND.
3. SPRAY THE SANITISER DIRECTLY ONTO THE PAD OF PAPER TO ENSURE THAT THE PRODUCT HAS IMPREGNATED THE PAPER IN USE. ENSURE THAT THE PRODUCT IS SPRAYED ONTO THE PAPER AND NOT YOUR HAND.
4. WIPE ALL TOUCH POINTS OF THE EQUIPMENT BEFORE USE & ENSURE THAT AREAS ARE LEFT TO AIR DRY. REPEAT STEPS 1-4 AFTER USING THE EQUIPMENT.
5. DISPOSE OF THE ROLL INTO THE CONTAINER BACK IN THE UNIT AFTER USE.

THE BANNATYNE TEAM THANK YOU FOR YOUR COOPERATION

**Bannatyne**  
Health Club & Spa

**STAY FIT  
STAY SAFE  
STAY ALERT**

TO MAINTAIN A HIGH STANDARD OF CLEANING AND SANITISATION OF ALL SURFACES BEFORE AND AFTER USING THE GYM AND FITNESS EQUIPMENT PLEASE FOLLOW THE INSTRUCTIONS BELOW:

1. GATHER A PORTION OF THE DISPOSABLE ROLL FROM THE DISPENSER.
2. FOLD THE MATERIAL INTO A PAD, WHICH COVERS THE SPAN OF YOUR HAND.
3. SPRAY THE SANITISER DIRECTLY ONTO THE PAD OF PAPER TO ENSURE THAT THE PRODUCT HAS IMPREGNATED THE PAPER IN USE. ENSURE THAT THE PRODUCT IS SPRAYED ONTO THE PAPER AND NOT YOUR HAND.
4. WIPE ALL TOUCH POINTS OF THE EQUIPMENT BEFORE USE & ENSURE THAT AREAS ARE LEFT TO AIR DRY. REPEAT STEPS 1-4 AFTER USING THE EQUIPMENT.
5. DISPOSE OF THE ROLL INTO THE CONTAINER BACK IN THE UNIT AFTER USE.

THE BANNATYNE TEAM THANK YOU FOR YOUR COOPERATION

**Bannatyne**  
Health Club & Spa

**STAY FIT STAY SAFE**

**Bannatyne**  
Health Club & Spa  
**STAY FIT STAY SAFE**



**Bannatyne**  
Health Club & Spa

**COVID-19 REOPENING PLAN**  
**STAY FIT STAY SAFE**  
**STAY SAFE SPA SAFE**