

Dear Leisure Club Member,

Firstly, we would like to thank you for your patience through these very exceptional times whilst we are working hard to get things ready for our Leisure Club's re-opening on Saturday 25<sup>th</sup> of July !

It would be greatly appreciated if you could please kindly note and support us in observing the below guidelines and procedures in line with Government regulations, until further notice.

### The 'New Normal' Leisure Club Maximum Capacities

- Gym: 6 people at any one time.
- Swimming Pool: 12 people at any one time
- Jacuzzi and Sauna regrettably will not be in operation until further notice
- Changing rooms: Unfortunately, due to the size and layout of our Changing Rooms only 1 person will be allowed to change and/or shower at any one time. PLEASE help us during this period by coming prepared as much as possible (dressed either fully or partially in the appropriate clothing in advance) and spend as little time as possible within the Changing Room area.

### Social Distancing

- Please respect and follow all guidelines as well as directional signs as they are there for a reason, your safety and wellbeing.
- Always maintain social distancing guidelines and apply extra care when opening doors in areas where an "One-Way system" could not be introduced, such as the Changing Rooms and Gym entrance.
- Some Gym equipment have been taken out of operation to ensure adequate spacing between Users.

### Hygiene and Cleanliness

- We are working exceptionally hard to set up and deep clean all areas and introduce new hand sanitising stations where appropriate; please use them as often as possible.
- We have also introduced a few equipment sanitising stations in the Gym area. Whilst working out with us please clean any "point of contact" surfaces on Gym equipment before and after use.
- The team will always be working hard to maintain all facilities clean and tidy; if you see anything untoward please let us know immediately

### We Are All In This Together

- These are exceptional times. We kindly request that you are patient with both the Hotel team as well as other Users of the Club. This is new to us all and it may take us a little time to settle in to the 'New Normal'. Your co-operation is greatly appreciated!

### Further Information

- Please make sure that you sign – in on the "track and trace" iPad station at the Main Hotel Reception desk on arrival.
- All membership payments are still frozen. There will be no charges made until next month. If you have pre-paid your yearly membership in advance, then your frozen months will be added onto next year's membership when you renew.
- We will contact you in due course regarding your future membership payments.
- If you are not ready to return to the Leisure Club and wish to continue freezing your membership, then please inform us by emailing "reception@denhamgrove.com" and we will be happy to arrange this for an additional 3 months.

**Kind Regards,**  
**Yiannis Constantinou - General Manager**