



Cyfleusterau Hamdden / Leisure facilities

Coronavirus

Dear Ffit Conwy member

We want to assure you that we are taking the necessary precautions to prevent the spread of COVID-19 (Coronavirus). We will continue all routine deep cleaning procedures and we have added more hand sanitiser and disinfectant sprays in our leisure centres.

In addition to these measures, we will be making some adjustments in our leisure centres.

Here is what is changing:

- Class sizes reduced by 50% from 23rd March until further notice
- We are looking at the potential of running some classes outside
- Any dishonoured booking fees incurred during this period will be voided
- Removal/reduction of exercise equipment in exercise classes where possible

The health and well-being of our customers is of paramount importance. In line with Government guidelines, we are advising those who are at increased risk of severe illness from Coronavirus to follow social distancing measures.

We appreciate that some of our members will not be able to access our facilities during this period. For members who pay monthly, we are offering the option for to freeze membership payment for the month of April. Members who freeze will stay on the same price plan when payments resume. For members who have paid upfront for a membership we will be happy to extend the end date for you. If you would like us to activate either of these options please let us know by emailing hamdden.leisure@conwy.gov.uk or speak to a member of staff.

Staying fit and active is a great way to build a strong immune system and stay physically and mentally healthy. If you are not able to access our leisure centres due to the Coronavirus, we would be pleased to offer you a free digital option to keep you working out at home. If you would like access to 95 free online exercise classes please contact us on the above email address, and we will forward the link to you.

We will continue to follow Government and Public Health Wales advice closely and, in the event of any future national direction on facility or service closure, will comply.

If you have any questions please do not hesitate to contact us on the above email address or speak to a member of the Ffit Conwy team.

Thank you

The Ffit Conwy team