

Outdoor Fitness Classes FAQ's

Which sites are offering the outdoor classes? Eirias, Llandudno Junction, Abergele and Dyffryn Conwy.

When do they start? The classes start on Tuesday 21st July.

Can I just turn up to the classes or do I have to pre-book? You have to pre-book to attend one of our classes. Anyone who turns up to a class without pre-booking will not be allowed to take part in the class. Before you can start booking online, you need to have a valid account. If you have given your e-mail address to your local centre but have forgotten your password then you can access the Book Online system by entering your e-mail address and clicking the 'forgotten password' option to reset and then access the site. If we do not have your e-mail address on our system then you will need to contact any centre that is open with your name and CCB card number so that we can enter your e-mail address and then you can follow the same steps as above. Please note if you have anyone else in your family that is a member then each family member will need a separate e-mail address to access the Book Online system. The Book Online system can be found here -

<https://conwy.leisurecloud.net/Connect/mrmLogin.aspx>

If you have any issues with booking online then e-mail hamdden.leisure@conwy.gov.uk

My membership has been frozen, can I unfreeze it to attend the classes? No. All memberships will stay frozen and the outdoor classes will be pay as you go for everyone. We have taken this decision due to the hugely reduced service we are currently able to offer to our members.

How much do the outdoor classes cost? The cost for each class will be:

- £5 Standard price
- £3 Senior Citizen price
- £0 Disability Loyalty Subscription holders

Can I pay by cash for the classes? Not at this present time. The only way to book and pay is to use our online booking system.

Are the changing rooms available to use? Not at this present time. Please arrive ready to exercise and leave belongings at home or in your car wherever possible.

Can I pre-book 7 days in advance for the classes? No. Bookings for each class can be made from midnight the day before the class is scheduled. For example, if you want to book a class on Tuesday then you can do this from midnight on Sunday. Bookings can be made up to 15 minutes before the scheduled class is due to start. This is to allow as many people as possible the opportunity to attend one of our classes.

Will all fitness class users need to bring their own mat? Yes.

Can Under 16's attend the classes? Not at this present time. All classes will be for over 16's.



**Sir Conwy, yr amgylchedd iawn i fod yn ddiogel,
yn iach ac yn annibynnol**

**Conwy County, the right environment to be safe,
healthy and independent**

What if I can't make the booking I have made? Refunds will not be issued if you can't attend the booking you have made. If you need to cancel and let us know at least 2 hours before the class is scheduled then we will move your booking to another class.

What if it is raining or there is severe weather? Classes will continue as planned if it is raining. However some classes might be affected if the weather is severe and if this is the case we will contact each person that is booked in to re-book onto another class.

How will you manage the cleanliness of the equipment? All equipment will be sanitised prior to your arrival. There will also be hand sanitiser and cleaning products available for participants to use. Our team will sanitise all equipment after the class.

Do I need to swipe in anywhere to register my attendance? No there will be no requirement for you to swipe in at reception. The class instructor will have a register of everyone booked into the class.

Is there anything I need to be aware of when I arrive to the class? The Fitness Timetable will detail where each class is taking place and it is important you follow any signage that is in place to help keep you safe. Upon arrival at your class we ask that you filter to the furthest available piece of equipment away from the entrance and at the end of the class you leave the opposite direction i.e. last one in, first one out.

What will the procedure be if a customer requires first aid treatment on site? Any member of staff who needs to administer 1st aid treatment will wear PPE and safety guidelines will be followed at all times. Our staff have been re-trained in new first aid measures to protect themselves and you. They will need to wear Personal Protective Equipment (PPE) to do this so please don't be alarmed, it's for everyone's safety.