

Covid-19 Update

30.03.2020

Update from General Manager:

It's now been little over a week since our Prime Minister ordered restrictions on social interaction and the closure of non-essential businesses within England. It's been a very uncertain but ironically busy time organising the operational support in the back ground to ensure our staff, users and wider community remain safe and well communicated to.

Our school sites and sports centres have been closed until further notice and our focus now sits with ensuring our families remain safe and healthy, our staff feel supported and we can support our key workers families within our schools.

During this unprecedented time, we have frozen all membership fees until further notice and all sports centre bookings have been cancelled with no sur-charge. May I take this opportunity to thank you all for your patience. We are working hard in the background to support each and every one of you and cannot wait to welcome you back to our facilities once we have been given the 'green light' by our government to reopen.

In the meantime, stay at home with your nearest and dearest, look after each other and stay healthy.

Kind Regards

Dave Cook

General Manager

Memberships

When we closed for trading, we instructed Harlands, who manage your direct debits on our behalf, to freeze all memberships. This hasn't been a simple process and Harlands have to go through everyone systematically; unfortunately, it is not just a case of hitting one button.

If you have had a payment taken since we have been closed (18.03.2020) please email scenquiries@wellswaymat.com We are keeping track of all issues and will look to resolve them as soon as we can, so please bear with us.

If you currently pay via standing order, please CANCEL your standing order and email us at scenquiries@wellswaymat.com to let us know you have done this. When we re-open, we will sign you back up and will waive the joining fee.

At home workouts

Keep an eye on our social media pages where we will be sharing videos from our group exercise instructors and resident personal trainers! So far we have had a 15 minute core and 40 minute HIIT workout from Brad, and a Turkish sit up/toilet roll challenge from Michaela! We hope to upload these soon onto our Youtube channel.

Les Mills online classes

Great news if you are a Les Mills fan! We have arranged for members to access free Les Mills online classes. This is a FREE 60 day trial – you do have to enter your card details so PLEASE REMEMBER TO CANCEL or you will carry on being charged. We cannot accept any responsibility for charges from Les Mills, so please set yourself a reminder!

The link will be live tomorrow (31.03.2020) morning and will be uploaded to the social media sites.

Pump is obviously quite hard without the correct equipment – you can improvise with household items or order equipment directly from the Les Mills website.

Wesport Sector Support

Our County Sports Partnership, Wesport, have published the following sector support information including funding and workforce support:

<http://www.wesport.org.uk/news-events/covid-19-support/sector-support/>

Wesport have also created the following support groups on Facebook, again join the groups to receive regular updates and further support:

Coach/instructor support - <https://www.facebook.com/groups/3097338236976942/>

Sports clubs support - <https://www.facebook.com/groups/1248795305511441/>

Kind Regards and Best Wishes

Management team