



# Our commitment to keeping you safe

## Important notice to all members and guests

As per current Government guidelines, Hale Country Club & Spa remains temporarily closed. If you have an upcoming booking in our Spa that is impacted by these measures, our team will be in contact to rearrange your booking. If you are a member at the Club, you will receive updates to your registered email address as they become available.

## Covid-19 policy

We are dedicated to ensuring your Club remains a relaxing space to work out, refocus and unwind; while maintaining the highest possible standards of safety measures. As part of this commitment, we have implemented a number of additional sanitation practices and policies that you can expect to see in place upon your visit:

### PPE

All staff have been provided with the necessary PPE for their departments. PPE will be worn by our team members at all times.

### Hands

We have increased the number of hand sanitation stations located in all areas of the Club. We ask that you also wash your hands thoroughly with soap and water for a minimum of 20 seconds at regular intervals during your visit. You will find a number of disinfectant cleaning sprays throughout the Club that we encourage you to use to wipe down all equipment after use.

### Entry and exit

We have made changes to our reception areas and reduced all contact where possible upon entry and exit to the Club. Perspex screens have also been installed in key areas to protect our members and our staff.

### Occupancy

To ensure our members, guests and staff are able to keep a safe distance from each other, we have lowered the allowed occupancy numbers in the Spa and Gym. This also extends to fitness classes and group sessions, which are now significantly smaller in size to accommodate the two-metre social distancing rule at all times.

### Spa treatments

Access to our Thermal Suite and our full treatment offering may be temporarily reduced to align with current Government guidelines. New practices regarding the hygiene and layout of treatment rooms have been introduced and our therapists have been equipped with the necessary PPE.

## Spa and Thermal Suite facilities

Access to our full Thermal Suite, including the sauna and steam room facilities, may be temporarily reduced to align with current Government guidelines. When regulations allow us to open these facilities, please adhere to the occupancy cap within each of the Thermal Suite rooms and Infinity Pool.

## Housekeeping

Our housekeeping staff have received enhanced training to ensure our cleaning and sanitation processes are safe and effective in all areas. They will continue to be extra vigilant throughout the Club, particularly around frequently touched points such as door handles, handrails and toilet flushes etc.

## Towels

To minimise cross contamination risks, we will no longer be providing gym towels.

## Dining

Any food and beverage offerings will be available in compliance with the latest applicable Government guidelines.

## Staff training

Each member of the Club staff has been trained on our COVID-secure measures, which include: protection and wellbeing, cleaning and hygiene, social distancing and correct use of PPE.

Risk assessments have been completed for all areas of the business prior to each re-opening. These are regularly reviewed in line with Government guidance along with our operating processes procedures.

We are continuing to communicate with our employees on Government guidelines to ensure they maintain the highest possible safety standards by complying to the below regulations:

- Wash hands upon arrival and use an antibacterial hand sanitiser gel.
- Wear appropriate levels of PPE as provided.
- Wash/sanitise hands regularly throughout the day, especially after coming into contact with frequently touched areas.
- Regularly sanitise workstations/tools e.g. trolleys, desk spaces. Sneeze or cough into a tissue and immediately dispose of tissues after use, then thoroughly washing hands.
- Wash uniform at over 60 degrees. Follow Government advice on self-isolation if you experience any relevant symptoms.

## We need your help

The team are looking forward to welcoming you back as soon as we can. In the meantime, please make yourself familiar with our policies below and help us keep you, our team and the rest of our Club community safe and well while visiting us.

- Please note that face coverings are mandatory throughout the Club for all guests and staff and we ask all visitors to follow social distancing measures at all times.
- Please do not visit the Club if you are feeling unwell.

- Keep your hands clean. Wash them regularly and thoroughly for at least 20 seconds with soap and water or use the snatiation stations around the Club regularly.
- Always carry tissues with you and use them to catch all coughs and sneezes and then dispose of the tissue. Wash your hands thoroughly with soap and water or use a sanitiser.
- Please use the sanitising sprays provided to wipe down machines and equipment after use.

We ask anyone who may be developing Covid-19 symptoms to follow the Government advice and self-isolate in the first instance. The latest Government advice is available here: [www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response](https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response)

We will be reviewing this policy regularly in line with advice from UK Active and Public Health England.

Thank you in advance or your cooperation. If you have any questions regarding the procedures we have in place, please email us on [enquiries@halecountryclub.co.uk](mailto:enquiries@halecountryclub.co.uk) or call 0161 904 5939.