

OUR HEALTH & HYGIENE MEASURES

We care about our community and want to reassure you about the steps we are taking to ensure you are always in good hands at Core Collective. As you know, we pride ourselves on the cleanliness of our studios but we have reopened with strict additional measures to ensure you feel fully comfortable.

SEPTEMBER UPDATE

In line with new government legislation, we have introduced the below policies across our clubs.

MASK WEARING

- Masks must be worn by all clients in our communal areas. This does not apply to our studios or changing rooms, or when seated in our cafe areas.
- Please wear a mask whilst you enter our clubs, wait for a class, and when leaving.
- Masks will be worn by all our Front of House and Trainers, except when welcoming you to class, teaching, or in our changing rooms.

NHS TRACK + TRACE

We will display an NHS barcode at Reception, which we ask you to scan and fill out the form with your information. This is now a legal requirement.

- We ask that you scan and complete this form every time that you join us in-studio.

WHAT WE DO - BEFORE/AFTER CLASS:

- Our Reception team will be behind a perspex screen when checking you in. We are restricting staff from leaving the front desk, apart from cleaning and for emergencies.
- All customers and employees will have mandatory non-contact temperature checks upon arrival.
- We are not providing a shower towel service and recommend you shower/change at home where at all possible.

- We encourage you to bring your own cleats (or trainers) - you can use ours only if you feel comfortable doing so.
- Employees will be told to self-isolate at home if they or someone they have been in contact with are showing symptoms or have tested positive for Covid-19.

WHAT WE DO - DURING CLASS:

- Every 7-10 minutes the air within all our studios is extracted and replaced with fresh air from outside. Our ventilation system has always been 2nd to none. You are always breathing fresh air in-studio.
- We have reduced capacity in our classes will be operating a reduced timetable to allow for social distancing and ease congestion.
- We provide antiviral disinfectant wipes in all our studios for you to use at any point in your workout if you wish to.
- Floor markers in-studio will mark your workout area. You will remain in your marked area for the duration of your workout to ensure social distancing.
- We're only booking bikes at a safe distance apart. Markers will mark which bikes are available to use/not use to ensure social distancing.
- Please check out @corecollective on IGTV for a video on best practices to set up your bike for Cycle. This will avoid unnecessary contact with staff.
- Your instructor will explain how to enter and leave the studio keeping a safe distance. Entry will not be permitted in any class once the studio door closes.
- We have programmed all our classes to ensure no equipment is shared during your workout.

WHAT WE DO - CLEANING:

- We deep clean the entire gym every night and throughout the day.
- We have upgraded all cleaning products used in-studio. These antiviral products have a 99.999% germ kill rate within 5 minutes of contact.
- We regularly disinfect all high touch areas in our studios throughout the day and after every class.
- All members of our cleaning team have received COVID-19 Safeguarding and Awareness training and COVID-19 Compliant Cleaning Training, which is based on the Centre for Disease Control and Prevention's model.

WHAT YOU CAN DO - IN-STUDIO:

- Please make sure to practice social distancing when in close, shared spaces like our changing rooms.
- Limit all direct personal contact (including high fives).
- Wash your hands before and after class (for at least 20 seconds).
- Please arrive no more than 20 minutes and no less than 5 minutes before your class starts.
- Changing room protocol: while we are regularly cleaning our changing rooms to the highest standard, it is difficult to enforce social distancing measures in our changing rooms. We therefore advise you not to use our changing rooms, unless you feel fully comfortable doing so.
- We advise against using our showers and instead changing/showering at home. If you do need to use our showers, please bring your own towel and take it away with you.