

Huish Leisure Statement – Coronavirus (COVID-19)

Updated: 08/04/2020

Huish Leisure will be CLOSED from Saturday 21st March 2020 until further notice. This includes all facilities, activities and lessons.

Membership Information

As we are closed, we believe it is unfair for our customers to be paying for a membership they cannot use. During the closure we have been working on how we can reimburse or extend everyone's membership, and pre-paid activities such as junior courses, but also be ready to operate a fully functioning leisure centre when we are able to reopen. We hope the following information is helpful:

Pre-paid and Annual Memberships

For all pre-paid activities and Annual Memberships, we will simply extend expiry dates to reflect the duration of our closure.

Direct Debit Memberships

Direct Debit memberships were taken on 1st April to cover all memberships and the activities they include anticipating the centre re-opening in April. If the centre remains closed during the whole of April, May's payments will be £0.00 and this will continue until we are instructed that we can open by the government. April's payment will then be used as your payment for the first month back to Huish Leisure.

Why not cancel all memberships?

If we simply cancel all Direct Debits, all members will have to re-join by completing the membership enrolment paperwork and paying a pro rata payment at reception on your first visit back. With well over 600 direct debit members, we felt this wasn't the best way to combat the uncertainty of the centre re-opening.

What are our options going forward?

Going forward we can offer the following options;

Option 1

Cancel your Direct Debit directly with your bank. You can re-join on your first visit back by completing a new direct debit enrolment form and paying a pro rata payment at reception. Email Huish Leisure informing us of this decision and we will arrange a full refund of April's payment.

Option 2

Continue your Direct Debit membership and we will continue to monitor the government's advice and discount future DD payments to reflect the total amount taken during the closure. This way you will be able to book classes and courts as soon as we are able to re-open without having to fill in any additional paperwork.

We are keeping up to date with the latest guidelines from Public Health England on all situations associated with Coronavirus (COVID-19).

We want to thank all of our customers for their support throughout these uncertain times.

Government Advice

Government advice is that you stay at home for 7 days if you have coronavirus symptoms

Stay at home for 7 days if you have either;

- A high temperature – you feel hot to touch on your chest or back
- A new, continuous cough – this means you've started coughing repeatedly

Additionally;

- if you live with other people, they should stay at home for 14 days from the day the first person got symptoms
- If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

If you have to stay at home together, try to keep away from each other as much as possible.

Government advice has clearly outlined that everyone should do what they can to stop the spread of coronavirus. Particularly those who;

- Are 70 or over
- Have a long term condition
- Are pregnant
- Have a weakened immune system

DO NOT GO TO THE HOSPITAL, GP SURGERY OR PHARMACIST

You do not need to call 111 to tell them that you're staying at home
Testing for coronavirus is not necessary if you're staying at home.

