

Frequently Asked Questions about the reopening of Glasgow's sport venues and facilities

Wednesday 15 July 2020

Glasgow Life has set out a phased approach to the reopening of some of the city's public buildings in response to phase three of the Scottish Government's route map. We've identified 61 venues and facilities which we are aiming to restart across four phases between July and October. Some of these will open to the public, while others will help to maintain essential city services, like childcare, in local communities.

As we prepare for a new way of living and working after Covid-19, our priority will be to ensure the facilities we reopen are safe for our staff and the public in the weeks and months ahead.

Which venues and facilities are you reopening and when?

Please note: We will look to provide further information regarding the reopening of indoor gyms and the resumption of non-professional adult outdoor contact sports following the Scottish Government's anticipated next update on Thursday 30 July. Until then, our proposed dates for the reopening of sports venues and facilities remain indicative and subject to change:

- View our list of [venues that are reopening to the public](#).
- View our list of [venues that are reopening for essential services](#).

Why aren't you reopening all Glasgow Club venues?

Like every charity, Glasgow Life has been hit hard by Covid-19. The complete shutdown of Glasgow's museums, libraries, community facilities, arts and sports venues for more than three months, together with the cancellation of most of the city's events and festivals this year, means the tens of millions of pounds of income which supports our services has been wiped out.

We are initially prioritising venues and facilities that support childcare and education to help maintain vital services in local communities and to support the city's recovery from the impact of coronavirus in the longer-term. Reopening venues is a complex process and requires careful planning. Current social distancing guidelines mean that a large proportion of our venues are unable to reopen safely, and we may need more staff than before to be working at the venues we are looking to reopen to ensure current restrictions are followed.

Even if social distancing measures are relaxed in future phases of the government's route-map, it's not an exaggeration to say that Glasgow Life is now facing the toughest financial period in its history. Therefore, assessing the significant costs associated with adapting our venues to meet social distancing requirements is something that we have to consider in the context of the future sustainability of some of our facilities.

However, the fundamental criteria that will inform which venues and services can restart will be the financial landscape that we will have to operate within for the foreseeable future without the level of income that we previously generated.

When will you be reopening other Glasgow Club/sport facilities which aren't on your published list?

Our financial and staffing constraints are unlike anything we've ever faced and mean we are not able to operate all of our venues and services just now; it's simply not possible.

Following this phased reopening between July and October, we will continue to work with Glasgow City Council to review and prioritise which venues and services we can restart or reopen and when, but it's highly unlikely that Glasgow Life will be able to return to anything like its normal service provision in the near future.

Although Glasgow City Council has agreed to support us financially during this difficult period, there are no easy solutions and we haven't got all the answers about what Glasgow Life's service provision will look like during or after this transitional period.

We'll continue to keep in touch with our members and customers as and when any decisions on future service provision are made.

***NEW Can I play Doubles tennis with people who aren't from my household?**

Yes, according to new guidance from Tennis Scotland, the LTA, and Scottish Government. All tennis bookings should continue to be made online or through the Glasgow Club app.

Why are your facilities only starting to reopen to the public from August?

As venues have been closed for several months, we have to plan their reopening in line with the Scottish Government's guidance. Adapting the venues that we are reopening to meet social distancing requirements will take time and we have a responsibility to get it right from the outset. We are also creating new operating practices which prioritise the health and wellbeing of our staff and customers.

This means that we can't just simply reopen our doors: we need to undertake risk assessments, test key building systems, install public sanitizer stations and screens where appropriate, deliver revised hygiene and safety training to our staff, implement new booking systems, and engage with our trade unions.

What will happen with Glasgow Club memberships? None of the venues I use are listed as reopening so I don't want my membership automatically reinstated.

We pride ourselves on operating fairly and have made every effort to maintain that over the past 14 weeks. We automatically froze memberships as soon as venues had to close, we have been providing free access to activities online, and processing refunds for any advance bookings. We want to reassure our customers that no-one will be out of pocket when we are able to make facilities available again, and our approach will not change.

We have no intention of collecting any direct debits without our members being able to make a choice about when and whether it suits them.

If my closest venue isn't going to reopen or my favourite activity isn't going to run, can I hold off reinstating my membership?

As above, we will not reinstate any memberships or collect any direct debits without allowing our members to make a choice about when and whether they want to return to Glasgow Club.

***NEW When will Refresh Spa at Emirates Arena open?**

At the moment, we are unable to reopen Refresh Spa at Emirates Arena when Emirates Arena reopens, or when the Scottish Government has indicated spas in Scotland can reopen (22 July). We know Refresh Spa is in high demand and we will reopen it to the public as soon as we are able and it is safe to do so.

Will a full timetable of fitness classes be available at my venue?

Upon reopening, venues will be operating at reduced capacity and we will be unable to offer the full timetable of services and activities which were available pre-lockdown. Fitness class timetables will be confirmed closer to the opening date of each venue, and these will be shared when available.

When will booking open for classes?

Advance booking has typically been available for seven days before activities take place, and it's likely that's how things will work moving forward. If this approach changes, we will let our customers know.

Will there be less people allowed in classes to ensure social distancing?

Yes – in order to adhere to social distancing guidelines and to make sure our members can work out comfortably and safely, class numbers will be smaller.

Will class formats be changed to ensure social distancing?

Yes – we are working on ensuring our classes can still take place with members adhering to social distancing guidelines. This will mean smaller class numbers, classes taking place in different studios/halls, and longer breaks between classes to reduce queuing.

Will there be less classes to allow more time for cleaning after each class?

Yes – although we've invested in additional equipment and have new cleaning procedures in place, members will be required to clean their own equipment after classes and this will mean a longer turnaround time. Where possible, we'll encourage customers to bring their own equipment with them (for example, yoga mats).

Will I need to book a slot/time when going to the gym and will there be a limit on how long I can be in the gym for?

Like every gym in the world, we know our facilities will operate differently and with reduced capacity in the months ahead. We are looking at all the ways we can minimise the impact this will have, including booking time slots to attend the gym and a time limit on how long you can spend there and on each piece of equipment. We know this isn't ideal for our members, but it's the only way we can ensure a fair approach for all.

Will the reopening of Scotstoun and Emirates include the athletics tracks?

Yes – although, as with all areas in our facilities, social distancing measures will be in place.

When will the Sir Chris Hoy Velodrome reopen?

At the moment, we are unable to reopen the velodrome when Emirates Arena reopens on the week beginning Monday 31 August. We know this venue is in high demand and we will reopen it to the public as soon as we are able and it is safe to do so.

Can I get access to my storage locker in the velodrome, even if the track isn't open?

We know our regular track users are keen to get access to bikes in storage and, even if riding isn't possible, we are working on having arrangements in place to allow users to remove equipment. We will be in touch with everyone who rents locker storage as soon as we have more specific information.

***NEW When can I access the Badminton Academy at Scotstoun?**

Reopening venues is a complex process and requires careful planning. Even if social distancing measures are relaxed in future phases of the government's route-map, it's not an exaggeration to say that Glasgow Life is now facing the toughest financial period in its history. Therefore, assessing the significant costs associated with adapting our venues to meet social distancing requirements is something that we have to consider in the context of the future sustainability of some of our facilities.

However, the fundamental criteria that will inform which venues and services can restart will be the financial landscape that we will have to operate within for the foreseeable future without the level of income that we previously generated.

What cleaning procedures will you have in place in gyms?

Buildings are being cleaned prior to opening to the public and we will have regular cleaning procedures in place which are appropriate to each venue. Our health and fitness team is currently in the process of developing a clear and strict policy to ensure customers clean their own equipment after use, leaving it prepared and safe for the next user. We will help everyone stay safe by reminding customers to stick to this policy, as well as carrying out regular cleaning of gym machines and equipment on top of a customer's post-use wipe down.

When will swimming pools be reopening?

At the moment, we plan to open our pools in Glasgow Club Gorbals and Tollcross International Swimming Centre on the week beginning Monday 28 September.

When will my/my child's swimming/gymnastics/football lessons start again?

During our first phase of reopening venues, current government guidelines do not allow us to offer these types of activities. We are currently working on a plan to offer lessons again, but we will be guided by the Scottish Government as to when they can be reintroduced. We will be in touch with further information about how and when lessons will be re-introduced as soon as we have more specific information.

Will you provide customers with hand washing/sanitisation stations?

Yes – hand sanitisation stations will be available in reopened venues, though we still advise customers to follow current government guidelines and to wash their hands thoroughly and regularly with soap and water and/or hand sanitizer.

Will toilet facilities be available in reopened venues?

Yes – although, as with all areas in our facilities, social distancing measures will be in place.

Do I need to wear a mask in venues?

Current Scottish Government guidance advises face masks are worn in public places, but this is not mandatory. If this advice changes, we will follow government guidelines.

Will café and retail facilities be available in venues which reopen?

There will be no catering or retail (gift shop) facilities available in our venues when they reopen.

How can I make a donation to help support Glasgow Life?

As a charity, Glasgow Life is hugely grateful for the support it has received during the coronavirus pandemic, which has helped us to continue vital work in communities across the city during the most challenging of times. You can continue to help us by donating at <https://forms.glasgowlife.org.uk/Pages/donate.aspx>.

Ends