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# MADE CUSTOMER

## *covid procedure*

PLEASE ENSURE THAT YOU HAVE READ  
AND UNDERSTOOD OUR MADE COVID  
POLICY PRIOR TO ATTENDING.



*thank you*

PLEASE MAINTAIN SOCIAL DISTANCING AT ALL TIMES

# FEELING UNWELL

UP TO 6 HOURS BEFORE THE CLASS SIMPLY CANCEL VIA THE APP BUT PLEASE LET US KNOW IF YOU HAVE BEEN TO ANY CLASSES ON-SITE IN THE DAYS LEADING UP TO YOU NOT FEELING WELL.

IF IT IS LESS THAN 6 HOURS BEFORE THE CLASS THEN PLEASE EMAIL [HELLO@WELCOMETOMADE.COM](mailto:HELLO@WELCOMETOMADE.COM) AND ENSURE THAT YOU FOLLOW THE LATEST GOVERNMENT GUIDELINES IN ISOLATING AND GETTING ANY REQUIRED ASSISTANCE.

OUR INSTRUCTORS HAVE BEEN ASKED TO DO THE SAME TO ENSURE THE SAFETY AND WELLBEING OF ALL OF OUR MEMBERS AND GUESTS..



# ARRIVAL TO MADE HQ

ALL PERSONAL ITEMS ARE TO BE LEFT IN YOUR CAR, ENSURING THAT YOU BRING ESSENTIAL ITEMS INTO THE PROPERTY WITH YOU.

PLEASE ENSURE THAT YOU ARRIVE READY FOR YOUR CLASS AS THE CHANGING ROOMS ARE CLOSED APART FROM THE USE OF THE BATHROOMS. THE CHANGING ROOMS WILL NOT BE AVAILABLE FOR USE POST SESSION EITHER AT THIS TIME.

UPON ARRIVAL FOR A CLASS YOU WILL BE ASKED TO QUEUE OUTSIDE THE ENTRANCE AT THE METRE LINES. A MADE INSTRUCTOR WILL COME TO COLLECT YOU IN TIME FOR YOUR CLASS AND YOU WILL BE TEMPERATURE CHECKED UPON ENTRY INTO THE BUILDING.

ANY GUESTS THAT ARE SHOWING A TEMPERATURE ABOVE 38 DEGREES WILL BE ASKED TO GO TO THE BACK OF THE QUEUE AND CHECKED AGAIN. KINDLY NOTE ANYONE SHOWING A TEMPERATURE ABOVE 38 DEGREES WILL NOT BE PERMITTED ENTRY, SO WE ADVISE THAT YOU CHECK YOUR TEMPERATURE BEFORE YOU LEAVE THE HOUSE.

THERE WILL BE FLOOR MARKINGS AND SIGNS WITHIN THE PROPERTY TO LEAD YOU TO YOUR CLASS EITHER IN THE FUNCTIONAL STUDIO OR THE CYCLE CAVE OR TO THE GYM.

# TRACK & TRACE

ALL GUESTS NEED TO ENSURE THAT THEY CHECK-IN AT THE CHECK-IN STATION FOR NHS TRACK AND TRACE PURPOSES. PLEASE CONTACT US IF YOU DON'T YET HAVE A BARCODE SET UP ON YOUR MADE APP THAT WILL PROHIBIT YOU FROM DOING THIS PRIOR TO ATTENDING A CLASS.



# PERSONAL ITEMS

USE OF THE LOCKERS IS PERMITTED IF REQUIRED HOWEVER PLEASE ENSURE EFFICIENT USE TO AVOID GATHERING IN THE HALLWAY AREA. THE ONLY PERSONAL ITEMS ALLOWED IN THE STUDIO WILL BE YOUR WATER BOTTLE AND PERSONAL YOGA MATS IF REQUIRED. YOGA MATS WILL BE AVAILABLE ON PROPERTY IF REQUIRED BUT WE ENCOURAGE GUESTS TO BRING THEIR OWN WHERE POSSIBLE. STRICTLY NO SWEAT TOWELS TO BE ALLOWED INTO STUDIO, CYCLING CAVE OR GYM. PLEASE USE THE BLUE ROLL PROVIDED.



# CLASS ATTENDEES

## FUNCTIONAL STUDIO

THERE ARE DESIGNATED STATIONS MARKED ON THE FLOOR TO ENSURE A SOCIAL DISTANCE FROM ALL GUESTS. PLEASE ENSURE THAT YOU ENTER THE ROOM AND GO TO A DESIGNATED MARK AND ONCE AT THIS POINT DO NOT STRAY TOO FAR FROM THE AREA DURING THE CLASS AS THIS WILL MAINTAIN A SOCIAL DISTANCE THROUGHOUT THE SESSION.

WHERE CLASSES REQUIRE EQUIPMENT TO BE USED DURING THE SESSION THESE WILL BE AT EACH OF THE STATIONS READY FOR USE, PLEASE ENSURE THAT YOU WIPE THE EQUIPMENT PRIOR TO THE START OF YOUR SESSION AND AFTERWARDS. CLEANING PRODUCTS WILL BE PROVIDED. IF YOU REQUIRE DIFFERENT SIZED WEIGHTS PLEASE LET YOUR INSTRUCTOR KNOW, ENTRANCE TO THE STOREROOM IS NOT PERMITTED TO ANY GUESTS.

WEATHER PERMITTING CLASSES WILL TAKE PLACE OUTSIDE. CLASSES HAVE BEEN CAPPED SO THAT WE CAN MAINTAIN A SOCIAL DISTANCE WHETHER THE CLASS TAKE PLACE INDOORS OR OUTDOORS.

IN LINE WITH GOVERNMENT GUIDANCE WHERE MUSIC IS PLAYING AND THEREFORE VOICES WILL BE RAISED OUR INSTRUCTORS WILL BE IN THEIR OWN DESIGNATED AREA WEARING MASKS. WE AIM TO MAINTAIN THE SAME LEVEL AND QUALITY OF CLASS THAT WE ACHIEVED PRIOR TO LOCKDOWN.

WHEN YOU HAVE FINISHED USING THE FACILITIES PLEASE EXIT PROMPTLY AND DO NOT GATHER WITH OTHER USERS IN THE CAFÉ AREA UNLESS USING THE CAFÉ PRIOR TO DEPARTURE.



## CYCLING CAVE

THE BIKES HAVE BEEN STATIONED 2 METRES APART FROM EACH OTHER WITH A CLEAR SCREEN IN FRONT OF EACH BIKE ENABLING YOU TO MAINTAIN A SAFE DISTANCE FROM OTHER GUESTS WHILST STILL BEING ABLE TO TAKE PART IN THE CLASS AND SEE THE SCREEN.

ALL BIKES ARE TREATED WITH A DISINFECTANT FOGGING MACHINE IN BETWEEN EACH CLASS. SHOULD YOU WISH TO CLEAN YOU BIKE BEFORE OR AFTER THE CLASS THERE WILL BE CLEANING PRODUCTS AVAILABLE HOWEVER THIS IS NOT NECESSARY DUE TO THE FOGGING MACHINE.

IN LINE WITH GOVERNMENT GUIDANCE WHERE MUSIC IS PLAYING AND THEREFORE VOICES WILL BE RAISED OUR INSTRUCTORS WILL BE IN THEIR OWN DESIGNATED AREA WEARING MASKS. WE AIM TO MAINTAIN THE SAME LEVEL AND QUALITY OF CLASS THAT WE ACHIEVED PRIOR TO LOCKDOWN.

WHEN YOU HAVE FINISHED USING THE FACILITIES PLEASE EXIT PROMPTLY AND DO NOT GATHER WITH OTHER USERS IN THE CAFÉ AREA UNLESS USING THE CAFÉ PRIOR TO DEPARTURE.



## GYM

WE ARE CURRENTLY NOT IMPLEMENTING A BOOKING SYSTEM FOR GYM USE BUT SHOULD WE FEEL IT NECESSARY WE DO HAVE THE ABILITY TO IMPLEMENT THIS ON A TIMETABLE TYPE BOOKING SYSTEM.

WHEN USING THE STAIRCASE TO ENTER OR LEAVE THE GYM PLEASE ALWAYS KEEP TO THE LEFT.

WE ARE CAPPING THE USE OF THE GYM TO 8 USERS AT ANY ONE TIME IN LINE WITH GOVERNMENT GUIDELINES. PRIOR TO GOING DOWN TO THE GYM THE MADE MEMBER WHO TAKES YOUR TEMPERATURE WILL CHECK THE CAPACITY FOR YOU AND LET YOU KNOW IF YOU ARE ABLE TO GO DOWN TO THE GYM STRAIGHT AWAY.

THE WATER FOUNTAIN WITHIN THE GYM IS TO BE USED TO FILL WATER BOTTLES ONLY, PLEASE DO NOT USE IT TO DRINK FROM DIRECTLY.

PLEASE KEEP WITHIN YOUR DEDICATED WORKING ZONE, ALL ZONES WILL BE MARKED CLEARLY ON THE FLOOR. PLEASE ENSURE THAT YOU WIPE ALL EQUIPMENT PRIOR TO THE START OF YOUR SESSION AND AFTERWARDS. CLEANING PRODUCTS WILL BE PROVIDED FOR YOUR USE.

PLEASE BE MINDFUL OF OTHER USERS WHEN EXITING THE GYM AND WHEN GOING PAST THE STUDIO AND CAVE WHEN CLASSES ARE FINISHING.

WHEN YOU HAVE FINISHED USING THE FACILITIES PLEASE EXIT PROMPTLY AND DO NOT GATHER WITH OTHER USERS IN THE CAFÉ AREA UNLESS USING THE CAFÉ PRIOR TO DEPARTURE.



## CAFÉ

THE CAFÉ REMAINS CLOSED FOR FRESH FOOD AND DRINK, BUT THE GRAB AND GO PRODUCTS, DRINKS AND SNACKS FROM THE FRIDGES ARE AVAILABLE FOR PURCHASE.

UPON ENTRY PLEASE FOLLOW THE ONE WAY ARROWS WHICH WILL DIRECT YOU TO THE GRAB AND GO STATION AND THE TILL. FROM THE TILL FOLLOW THE ARROWS TO LEAD YOU BACK OUT OF THE PROPERTY OR YOU CAN TAKE A SEAT IN THE SEATING AREA.

WE HAVE POSITIONED THE TABLES AND CHAIRS CAREFULLY TO ENSURE A SOCIAL DISTANCE BETWEEN EACH STATION, PLEASE DO NOT MOVE ANY TABLES OR CHAIRS FROM THEIR POSITIONS.

CONTACTLESS PAYMENTS ARE PREFERRED UNDER £45.00.

## CLEANING

THERE ARE HAND GEL STATIONS IN THE ENTRANCE TO MADE, BY THE CHECK IN STATION, OUTSIDE THE STUDIOS, INSIDE THE STUDIOS AND INSIDE THE GYM.

MADE STAFF WILL BE CLEANING TOUCH POINTS EVERY HOUR INCLUDING DOORBAR, HANDLES, GYM EQUIPMENT AND SURFACES. THE WHOLE CENTRE WILL BE TREATED WITH OUR FOGGING MACHINE WHICH WILL DISINFECT EVERY SURFACE ONCE A DAY ON TOP OF NORMAL DAILY CLEANING PROCEDURES WHICH HAVE BEEN INCREASED.

USERS ARE ENCOURAGED TO WASH THEIR HANDS FREQUENTLY WHILST AT MADE.



## SPA MEMBERS

MEMBERS WILL BE ALLOWED TO USE THE FACILITIES FROM 7.30AM - 10.30AM AND 6.00PM-9.00PM (USED TO BE 6.30-9.30PM) DAILY.

TO ENSURE THAT WE ARE ABLE TO KEEP SAFE LEVELS IN THE SPA YOU WILL NEED TO CALL TO BOOK YOUR SESSION PRIOR TO ARRIVAL AND WILL NOT BE ABLE TO USE THE FACILITIES IF YOU DON'T BOOK. PLEASE CALL 01782 399000 OPTION 1 TO BOOK (SPA SALES LINE) OR EMAIL [RESERVATIONS@MODDERSHALLOAKS.COM](mailto:RESERVATIONS@MODDERSHALLOAKS.COM)

YOU WILL BE REQUIRED TO HAVE YOUR TEMPERATURE CHECKED ON ARRIVAL. PLEASE ENTER BY THE 'BLUSH LOUNGE' ENTRANCE - NOT MAIN RECEPTION.

FOR THE TIME BEING, WE ARE ONLY GOING TO ALLOW UP TO 2 BOOKINGS PER WEEK WHILST WE MONITOR DEMAND AND USE. THIS WILL BE REVIEWED ON A DAILY BASIS AND INCREASED AS SOON AS POSSIBLE AS WE UNDERSTAND THAT SOME MEMBERS USE THE FACILITIES MORE OFTEN THAN THIS.

FOR THE TIME BEING, IN LINE WITH GOVERNMENT INSTRUCTION, OUR THERMAL FACILITIES (SAUNA AND STEAM ROOM) WILL REMAIN CLOSED BUT WILL BE REOPENED WHEN RESTRICTIONS ARE EASED.

*thank you*