

FAQ

Are your opening hours going to be the same?

Unfortunately, we will be reducing our opening hours temporarily to give ourselves a chance to get back in the swing of things and to reduce our outgoings after a tough few months.

From 1st September Sports centre opening hours will be as follows:

Term time

Weekdays: 0630-0800 Gym and Sports Hall

1810-2130 Gym and Sports Hall Weekends:

0900-1800 Gym and Sports Hall

School Holidays

Weekdays: 0630-2130 Gym and Sports Hall

Weekends: 0900-1800 Gym and Sports Hall

Do I need to wear a mask to the Sports Centre?

From Thursday 24th September customers are requested to wear face masks/coverings in all communal areas of the Sports Centre. This includes corridors, toilets, changing rooms and while waiting for your scheduled activity to start.

Face masks/coverings may only be removed once inside the gym, squash courts or Sports Hall.

*Under 11's are exempt.

Are the changing rooms open?

Yes, changing rooms are open, with showers and toilets in use. However, we are asking that whenever possible to come dressed ready to exercise and shower at home.

GYM / FITNESS CLASSES

Do I have to book a slot to use the gym?

No, pre-booking a slot in the gym is not necessary. Gym capacity will be managed by our friendly club teams.

Is there a maximum time I can spend in the gym?

To start with gym sessions will be limited to 1 hour to avoid overcrowding. This will be reviewed once we are up and running.

What if I'm not ready to re-activate my membership yet?

We will be contacting all of our Members regarding their subscriptions.

I cancelled my direct debit membership, can I reactivate it? Please e-mail sport@truroschoo.com to reactivate it.

Will I be able to use my cash monthly again and have I lost the days I had left?

Cash monthly options will pick up where you left off, you won't lose your pre-paid time.

Will you be taking new members?

Yes. Please give us a call on 01872 246050 or organise an appointment, complete your membership and book an induction.

What fitness classes will be running?

Unfortunately, we are not currently able to offer any fitness classes due to the studio not being large enough to meet social distancing guidelines.

SPORTS HALL

Do I have to be a member to make a Sports Hall or Squash booking?

Non-members will be accepted but all bookings must be paid for prior to attending.

Are spectators permitted to watch activities?

Spectators are currently not permitted to watch over the Sports Hall or Squash courts. If you child is participating in an activity we ask all parents/guardians to wait in their cars and collect participants from outside the centre after the activity is finished.

Is the Sports Hall open for Badminton?

Both singles play and doubles play can take place in groups of people from different households, as long as you remain 2 metres apart as far as possible – meaning that four people from different households can play doubles.

Can I play Squash?

Yes, please refer to England Squash guidelines.

Will we be allowed to return to netball?

The Netball courts are not currently available for private hire, only organised training sessions complying with England Netball guidelines are currently permitted.

Can we play 5-aside?

At this stage, indoor football and Futsal is not permitted indoors by the FA for adults due to the 'Rule of 6'. Youth groups are however exempt from this.

Can we hire a Basketball court?

The Basketball courts are not currently available for private hire, only organised training sessions complying with England Basketball guidelines are currently permitted.

SWIMMING POOL

Is the Swimming Pool open?

The Swimming Pool is currently scheduled to reopen in November.

Will my Little Fishes swimming lessons be restarting?

We are currently unable to run Little Fishes during the School day due to COVID regulations. We will be contacting previous subscribed swimmers when we are able to restart lessons.

My children missed some pre-paid Little Fishes sessions at the end of March, will these be refunded?

Our Swimming Pool manager will be contacting all swimmers regarding refunds for cancelled classes.