

COVID-19 Information for Members and Users

Common Questions & Answer's

Q. What can I expect when I visit the leisure centre?

An indication of what you are likely to expect is available on our website using the following link <http://www.gcll.co.uk/we-are-opening/> please also view our video here <https://vimeo.com/438196912>

Q. What can customers do to help?

It is important that we all work together so please respect any information provided at the leisure centre or any information/guidance provided to you by the GCLL Team – we only have your best interests at our hearts.

Q. Do I need to book my gym, group class, badminton, squash session?

Yes, all our activity sessions now HAVE to be booked i.e. gym, group X class, badminton and squash courts. You can do this via our website or our iScuba booking app.

Q. What activity areas will not be re-opening?

We are unable to initially re-open our swimming pools, health suites and creches. Other certain activities in our sports halls may also not be re-starting – only casual bookings for badminton. Our aim is to re-open these activity areas as soon as possible though.

Q. Why are the swimming pools, health suites and creche facilities not re-opened?

We are working hard behind the scenes to re-open these activity areas but due to the extensive restrictions imposed by the Government it is not practical nor economical to open them. However, we are hoping these activity areas will be re-opened shortly, so please keep updated at our website or Facebook pages.

Q. How are Badminton and Squash court bookings going to work?

All badminton and squash courts can only be booked online via our website or our booking app iScuba. All court sessions can only be played on by 2 people.

A member playing with a non-member – the non-member will be charged for half the court fee on arrival as well as the non-membership fee. All such payments will be via a card payment only – no cash will be accepted.

We do have a responsibility to comply with a track and tracing system. The person booking the court online will have their track and tracing details taken at the booking stage. The other person playing will have their track and tracing details taken at the time of arrival at the leisure centre.

All people playing badminton and/or squash must make themselves aware of the guidance issued by Badminton England and/or England Squash.

Q. When will my direct debit membership payment re-start?

Direct debit members can re-start their usage from 25th July with direct debit payments recommencing on 1st and 15th August depending on your chosen date. This first payment will be reduced to take in to account any days lost as part of the leisure centres being closed immediately on 20th March.

Annual memberships can re-start their usage from 25th July with these memberships being extended by the number of days of closure since 20th March.

Q. What will be my August direct debit amount?

Your direct debit amount for August will be reduced by the number of days lost as part of us having to close the leisure centres on 20th March. The amounts are as follows:

Single - £39.04

Joint - £74.69

Saver - £16.94

50+ - £34.31 (this membership has discontinued but we are honouring existing memberships)

Student - £28.88

Teen - £20.63

Corporate - £34.52

Family dd 1 child - £81.64

Family 22 4 child - £112.90

New Family dd 2 adults 3 children - £87.72

New Family dd 2 adults 4 children - £92.06

New Family dd 1 adults 3 children - £49.50

Swanscombe Residents Only dd - £30.35

Swanscombe Residents 60+ dd - £28.23

60+ - £32.96

Fit Kid - £16.28

Medical - £28.62

2019 12-mth Contract Single - £34.52

2019 12-mth Contract 60+ - £29.09

2020 12-mth Contract Single - £34.96

2020 12-mth Contract 60+ - £29.53

Q. Can I continue to freeze my membership?

We fully understand that some of our direct debit and annual members may still have reasons or remain nervous about returning to the leisure centres, so we will extend any current frozen memberships up to the 30th September. If you wish to keep your membership frozen please email outline@gcll.co.uk BEFORE 24th July. Annual membership will be adjusted accordingly once you are ready to return to the leisure centres.

All swim only, swim and spa, swimming lesson and gymnastic memberships will be automatically frozen so there is no need to cancel your membership.

Q. How long will my annual membership be extended for?

All annual memberships will be extended by 126 days

Q. What is happening with my swimming lesson/gymnastic, swim only, swim & Spa direct debit/annual membership?

All of these direct debit memberships will automatically continue to be frozen and therefore there is no need to cancel them.

All of these annual memberships will continue to be frozen and on recommencing will be extended by the number of days of closure since 20th March.

Q. Are you accepting new members?

Yes, we are, unlike some of our colleagues in the leisure industry.

If you wish to join our health community then you can ONLY do this by signing up via our website www.gcll.co.uk. We will NOT be processing any new memberships at any of our leisure centres due to us limiting the number of people attending the leisure centres at any one time.

Who do I contact for more information?

Due to us having limited staff at each leisure centre, we are asking the local community to contact us via our website www.gcll.co.uk.