

Mon Actif FAQ's – Re-opening

1. When will leisure centres open?

We are operating a phased re-opening and are currently in phase 2. All Leisure Centres are now open, however we are operating at reduced capacity. Facilities & activities open include fitness room, swimming pools and fitness classes. Some of our outdoor facilities such as 3G pitches will also open in phase 2.

2. Which sites will be reopening their leisure facilities?

Sites are now open at their normal opening hours, however please note that there will be specific time slots for fitness rooms and classes. All sessions must be booked on-line in advance <https://monactifonline.anglesey.gov.uk/bookings/>, and all customers must adhere to the social distancing guidelines. We hope that providing specific time slots for our members will make it fair for all.

All members will be asked to sign a new induction and disclaimer form that include Covid-19 guidelines.

Centre	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Amlwch	8am – 9pm	8am – 9pm	8am – 9pm	8am – 9pm	8am – 8pm	9am – 3pm	9am – 3pm
Holyhead	6:30am – 9:30pm	6:30am – 9:30pm	6:30am – 9:30pm	6:30am – 9:30pm	6:30am – 9:30pm	9am – 4pm	9am – 4pm
Plas Arthur	6:30am – 9:30pm	6:30am – 9:30pm	6:30am – 9:30pm	6:30am – 9:30pm	6:30am – 9:30pm	9am – 4pm	9am – 4pm
David Hughes	5pm – 9:30pm	5pm – 9:30pm	5pm – 9:30pm	5pm – 9:30pm	5pm – 9:30pm	10am – 2pm	10am – 2pm

3. What leisure activities will be on offer? (please note that below activities are subject to change and we will update activities on Welsh Government guidance).

Amlwch, Holyhead and Plas Arthur will offer swimming, fitness room and fitness classes. David Hughes Leisure Centre will offer fitness room and fitness classes. Amlwch, David Hughes and Plas Arthur will offer use of the outdoor pitches.

4. When will swimming pools re-open?

All swimming pools are now open. Only a limited number of customers will be allowed into a pool at any one time. We are limiting numbers for safety reasons. No junior members are currently allowed access. We will follow Welsh Government and Swim Wales guidance, and all customers must adhere to the social distancing guidelines.

5. When will swimming lessons start for children?

We understand there are members keen to return to their lessons. We are working on bringing swimming lessons back to our centres in phase 3, and are working towards a date of starting our lessons on October 5th. All members will be contacted when more details are available.

6. When I attend my swimming session will I need to be beach ready?

Yes, all advice recommends that you are 'beach ready' so that you spend less time in the changing rooms. There will be 10 zones designated in the changing rooms which the Customer Care Officer will allocate to you when to check-in.

7. When will you be offering the over 60's free swimming sessions?

The over 60's free swimming sessions will be offered at the times noted in the table below. Please note, there will be a booking procedure to follow as only a limited number of people will have access to each of the pool sessions.

	Monday	Tuesday	Wednesday	Thursday	Friday
Amlwch			11:30 – 12:30		8:30 – 9:30
Holyhead	8:15 – 9:15				8:15 – 9:15
Plas Arthur		12:00 – 13:00		7:30 – 8:30	

8. Are gymnastics lessons restarting?

We are currently looking at possibilities of re-starting our gymnastics lessons during phase 3.

9. Are the squash courts reopening?

Squash courts will not be reopening, and we wait further guidance from our partners. We will update when we know more.

10. What will the options for annual members?

We will extend our annual memberships that have expired during the period of closure for 5 months up until 31.1.21. If your annual membership expires between the opening date of August 11th 2020 and March 18th 2021 then we will extend your membership for 5 months. This can be done at each leisure centre. Please inform the Customer Care Officer when your leisure membership card expires between August 11th 2020 and March 18th 2021.

11. What will the options be for all direct debit customers?

All direct debit customers will have the option of 'opting in'. If customers decide to 'opt out' then their membership will automatically continue to be frozen and no payment will be taken. There is no need for the customer to contact Môn Actif if they 'opt out'. If a customer would like to re-activate their membership and 'opt-in' then they will need to contact leisure@anglesey.gov.uk to say that they are 'opting in' with their name, address, and membership number. All members that 'opt-in' will start to pay their monthly direct debit fee.

12. I cancelled my direct debit membership during lockdown, can I now reinstate that membership?

If you cancelled your direct debit membership during the lock down then you can now put your name on a waiting list by contacting monactif@anglesey.gov.uk.

13. Can you pay per individual activity if you want to use the facilities without reactivating your membership?

Only members can access group exercise classes and fitness room slots can be paid for on a pay per activity basis – booked and paid for in advance online.

14. Will the fitness room, classes and swimming pool be available for non-members?

No, we will only be open for members during phase 2 and will continue to review the situation of opening to non-members.

15. Can I become a member?

You can now put your name on a waiting list by contacting monactif@anglesey.gov.uk.

16. Will I have to prebook a class/slot in the gym or pool?

Due to social distancing we will have to limit the number of people on site. In order to do this, we will be asking you to pre-book your visit in advance. We regret it will not be possible during the second phase of re-opening to attend without pre-booking and we thank you in advance for your co-operation with this.

17. How will I prebook a class/slot in the gym or pool?

You can pre-book your activity here <https://monactifonline.anglesey.gov.uk/bookings/>
If you haven't done so already it is important that members register for the online service and we have your current email address registered on our system as this will act as verification, along with your membership card number.

18. Can I have a shower and use the changing rooms?

No, showers will not be available during phase 2.

19. Will lockers be available?

There will be limited lockers available for short-term, however we advise customers only to bring essentials to the centre with them.

20. Will the toilets be open?

Yes, a limited number of toilets will be open at each Leisure Centre and subject to an enhanced cleaning schedule.

21. What changes have you made to make the buildings Covid-Secure?

You can follow the link here for our video that highlight our changes ([video link](#)).

22. How long will the fitness room slots be?

All fitness room slots will be one hour during phase 2. It is essential that you book before attending <https://monactifonline.anglesey.gov.uk/bookings/>.

23. What classes are available?

You can find all classes that are available during phase 1 here ([time table / link to website](#))

24. Will the class time table change in the future?

The current fitness time table will be in place for phase 2 and 3.

25. Is there a limit on how many gym/class slots that can be booked?

Currently there is no limit to how many fitness room sessions or classes that can be booked. However this will change if demand increases as we would like to provide a fair opportunity for all that want to attend.

26. How much will it cost to attend classes on a Pay as you go basis – annual members only?

Activity	Adults	Concessionary
Fitness Class 1 hour	£5.00	£3.80
Fitness Class 45 minutes	£3.50	£2.50
Fitness Class 30 minutes	£3.50	£2.50
Fitness Room	£5.00	£3.80
Swimming	£4.10	£2.50

27. Can under 16's attend the fitness room?

Yes, customers aged 11-15 may attend the gym if they are a member, but will need to be supervised by an adult (18 or over). There is also a disclaimer at each reception that a responsible adult can sign.

28. Can under 16's attend classes?

Yes, customers aged 11-15 may attend the classes but will need to be supervised by an adult (18 or over). There is also a disclaimer at each reception that a responsible adult can sign.

29. Will mats still be provided for classes?

No, for hygiene reasons mats will not be available for people to use in group exercise classes. Members who wish to use a mat will have to bring their own from home.

30. Will you be running any outdoor classes?

No, all of our classes will be indoor. We will ensure that there is social distancing between our class participants.

31. Are the Artificial Grass Pitches available to hire?

Yes, during phase 2.

32. Should I bring a sweat towel with me?

Members should not bring their own towels with them to the gym. Cleaning spray and blue roll will be provided.

33. Will there be food and drink available?

The water fountains will be out of use upon reopening. The café at Plas Arthur and Amlwch will remain closed during phase 2.

34. Can we attend as a group / family?

Yes, although each person is required to make a separate booking in advance. We request that you still adhere to the social distancing rules in place within our gyms and studios for consistency and fairness to all customers whilst using our facilities.

35. How do I check-in when I arrive?

Staff will be available to direct you and, if required, designated queue lines will be clearly marked. You will be manually checked-in by a member of staff. Please note during check-in the Customer Care Officer will ask you for your updated details to assist us with the Track and Trace process.

36. Do I need to wear a face covering in the gym or class?

All members who come to the Mon Actif Leisure Centres from now on must wear a face covering. The face covering must be worn when entering the leisure centre and whilst travelling to your activity; you will be able to take the face covering off when participating in the activity e.g. swimming, fitness room and fitness classes. You will be required to wear the face covering at the end of the session until you leave the centre.

Please contact monactif@anglesey.gov.uk if you have any further questions.

