

## Eden Centre Client Guidelines

For the ensured safety of all the people using the Eden centre it will be essential that you sign this client agreement. We want to create an irresistible place for your group, and this relies on all our groups adhering to the below.

1) All group leaders will need to ensure that all personnel stay 2 metres apart, we know this will involve some changes to how you set up and even restrict your capacity, but it is essential going forwards over the next few months.

Action required; Please complete and submit a floor plan layout using the Floor Plan attachment so we can ascertain how you are able to accommodate your group safely.

2) There will be hand sanitisers throughout the building, but we also require you to have your own hand sanitiser and anti-bacterial spray/wipes, so that your personnel and users can clean their hands on entry and exit.

We also require you to wipe down all chairs, tables, surfaces, light switches, door/window handles used etc upon leaving.

3) We must insist on groups keeping all windows and doors open during their sessions to provide airflow. This may create problems in the colder months but we are working on solutions already. We are working hard to ensure that no two groups are occupying the same level, (downstairs or upstairs rooms) simultaneously. Where this isn't possible we will check with you before you recommence your booking. Please also close the windows and doors, cleaning the handles on leaving.

4) Where groups may have similar start times, we'll be adopting a one group in, one group out system. This means groups must not start earlier or overrun their agreed times. This may require client leaders to interact with one another when this is required. We will be trying to ensure that start and end times are different for all users with at least ten minutes between set up and closing down times.

5) Where your groups personnel may trickle in without a set start time, we will be adopting a one-way system and asking groups to implement a flow system. We will require you to use a booking system as everyone using the building will need to provide their address and phone number inline with the governments track and trace regulations. This will help us all stay safe by avoiding people crossing paths.

6) If your group runs sessions back-to-back, we will be in touch when you ask to recommence your booking to create different class times to ensure that the personnel of different groups do not pass each other in the building, particularly for the groups using upstairs as the stairway is obviously not able to support two metre distancing.

Therefore, we require the group leader to ensure members wait outside the building and in their cars where possible before they come in, awaiting the group leader to let them enter one at a time.

7) Unfortunately, until/if, we can create a safe way to run it, we need to suspend the use of our refreshments, with the kitchen and water machine closed.

It is therefore imperative, especially for exercise groups that people bring their own water bottles and do not use the sinks to fill them. Please also ensure that no one leaves any items behind before you leave.

8) Unfortunately, until/if, we can create a safe way to open them and provide irresistible cleaning for all our clients and church use, the use of the toilets and changing tables will be prohibited unless an emergency. When toilets are used we require the group leaders to wipe all surfaces, taps, lights and switches with anti-bac wipes before they leave or allow their next group in.

9) As we will be requiring all of your members and attendees to book in, part of that will be the essential requirement to select that they are not currently symptomatic with, nor been exposed to someone with Coronavirus.

We want to thank you in advance for partnering together with us to ensure the safe reopening of the centre for all our users and be assured that we are taking this as seriously as we can be. Please, if you have any concerns or further suggestions please do not hesitate to get in touch.

Many thanks,

*Mike Dibbens*

On Behalf of the Eden Trustees