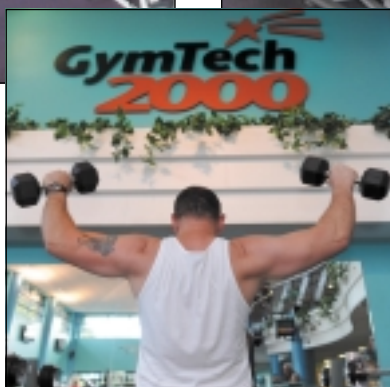
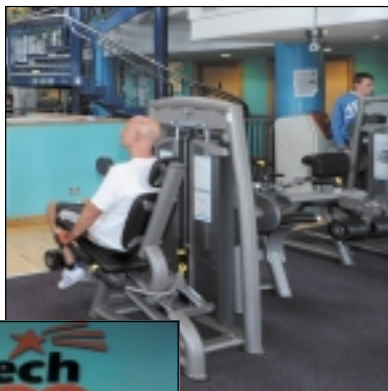




# CUSTOMER INFORMATION



## Introduction

This booklet is aimed at providing clients with relevant information aimed at making a visit to GymTech 2000 both more enjoyable and more rewarding.

## Gymtech 2000 Opening Hours

**Monday – Friday 6.15am – 10.00pm**

(Between 6.15am – 7.30pm GymTech is open to members only)

**Saturday & Sunday 9.00am – 5.30pm**

## Public Swimming Sessions

Members of GymTech 2000 and casual customers, are entitled to a FREE swim in our competition pool during public swimming sessions, further details of these sessions are available at the main reception.

## Fitness Suite Induction Sessions

For reasons of health and safety ALL persons using the GymTech fitness suite must undertake an induction session. This induction session lasts approximately 60 minutes. All persons using GymTech must be over 15 years of age.



## GymTech 2000 Fitness Suite

*Featuring a wide range of aerobic and fixed resistance machinery;*

- **Health Screening** – If you are ill or recovering from illness, then it is always advisable to consult with your doctor before undertaking a programme of exercise.
- **Programme Updates / Training Advise** – If you would like an update to your programme or would like some general training advice then please ask a member of GymTech staff.
- **“Hogging” / Monopolising machinery** – Please show consideration to others by not monopolising aerobic and fixed resistance machinery, especially during busy periods.
- **“Free” Weights Area** – For reasons of health and safety, loose weights must not be removed from this area.
- **Cleanliness** – After using equipment, especially aerobic equipment, we would ask customers to give the machinery a quick spray / wipe, by using the blue roll / cleaning sprays provided.



## GymTech 2000 Health Suite

*Featuring spa pool, saunas x 2, steam room, showering and relaxation areas;*

### **(A) Sauna –**

- Saunas produce a dry heat with a temperature of between 85°C – 100°C, with a low level of humidity.
- The general principle is to create a bathing experience, which promotes sweating, thereby cleansing the skin and promoting a feeling of relaxation and well-being.
- Saunas by their nature produce an extreme heat, so it is essential that you immediately leave the sauna cabin if you feel giddy or weak.

## ***General Guidelines on Sauna Use;***

- Remove contact lenses, jewellery etc before use.
- Consume plenty of fluid
- Shower before using the sauna.
- Bring a towel into sauna to reduce contact with timbers.
- Periodically shower and use the relaxation area to cool down.
- Shaving in the sauna cabin is strictly prohibited.

## ***Persons who are advised not to use a sauna;***

- Pregnant woman
- Persons who suffer from heart / circulatory problems, diabetes, high / low blood pressure.
- Persons suffering from skin diseases, sores, wounds etc.
- Persons suffering from an inability to perspire.
- Persons using certain drugs.
- Persons who have consumed a heavy meal / alcohol within 1.5 hours
- If in doubt see your doctor.



## **(B) Spa Pool –**

Spa pools operate at a temperature of up to 40°C. Prolonged immersion in very hot spa pool water, can be draining and users may feel weak. For this reason the GymTech 2000 Spa Pool will automatically turn off after 10 minutes. Customers should exit the spa pool when it is not bubbling.

## ***Known Benefits of Spa Pool Use;***

- Spa pools act as a muscle relaxant.
- The gentle massaging effect of the water can help reduce stress.
- Certain types of muscle strains, sprains, torn ligaments and bruises respond well to spa treatments
- Provides relief for people with arthritis, rheumatism and lower back pain
- Helps ease fatigue

## ***Potential Hazards of Spa Pools –***

- The heat of the water combined with the effects of the air and water jets, can lead to feelings of weakness / giddiness in some people. Please ensure that bathing periods last no longer than 10 minutes, before relaxing or having a cool shower
- Allergy to chemicals in disinfection process. Although only approved chemicals are used to keep the spa water clean, a small number of people may experience an allergic reaction. If in doubt seek advice from your doctor.
- Slipping – Please be careful, especially when entering / exiting the spa pool.
- Drowning – Although unlikely, it is possible to drown in a spa pool, if you feel weak or giddy, immediately leave the spa pool.

## ***General Guidelines on Spa Pool Use -***

- If possible bring a friend along with you to the health suite, as this helps reduce the potential risk.
- Have a shower to remove traces of soap, perfume, sweat, bacteria etc before use.
- Enter / Exit the spa pool carefully, using the handrail provided.
- Leave the spa pool with care, raising the body slowly out of the water to prevent dizziness.
- After leaving the spa pool have a cool shower and seat in the relaxation area.
- Leave the spa pool immediately if you become nauseous, giddy or feel faint.
- Do not bring glass or food into the spa pool.

## ***Persons who are advised not to use a spa pool;***

- Pregnant woman
- Persons who suffer from heart disease, circulatory problems, diabetes, high / low blood pressure.
- Persons suffering from skin diseases, sores, wounds etc.
- Persons using certain drugs, such as stimulants, antihistamines, etc.
- Persons who have consumed a heavy meal / alcohol within 1.5 hours
- If in doubt see your doctor.



## **(C) Steam Room**

Steam Rooms operate at a temperature of up to 50°C, with a relative humidity of 100%;

### ***Known benefits of steam room use;***

- For many people a regular steam bath, leaves them with a feeling of relaxation
- Potential reduction in stress levels.
- Steam rooms open & close the pores of the skin, this along with frequent showering, gives the body a thorough cleanse.

### ***Known Hazards of Steam Room Use –***

- Adverse reaction caused by excess heat, including giddiness and fainting.
- Scalding through direct contact with steam room pipe. Never touch or try to adjust pipe.
- Slipping on wet surrounds, take care when walking in steam room and health suite area.

### ***General Guidelines on Steam Rom Use;***

- A steam room operates at temperatures up to 50°C. Please ensure that this is comfortable for you.
- Remove watches, jewellery etc before use, they can become hot and cause injury / burns.
- Lengthy stays in the steam room are not recommended. A maximum of 10 minutes is recommended before having a cool shower or seat in the relaxation area.
- During sessions drink plenty of fluids.
- Shower before using steam room to remove traces of soap, perfume etc.

### ***Persons who are advised not to use a steam room;***

- Pregnant woman
- Persons who suffer from heart disease, circulatory problems, diabetes, high / low blood pressure.
- Persons suffering from skin diseases, sores, wounds etc.
- Persons using certain drugs, such as stimulants, antihistamines etc.
- Persons who have consumed a heavy meal / alcohol within 1.5 hours
- If in doubt see your doctor.

## ***Suggested Health Suite Routine***

Shower —▶ sauna x 5 minutes —▶ cool shower —▶ spa pool x 5 minutes —▶ shower & seat in relaxation area —▶ steam room x 5 minutes —▶ Shower

## ***Rules of the Health Suite***

1. If you have had a gym session, change into swimwear and shower in changing rooms before entering the health suite.
2. Persons using the health suite must wear flip-flops.
3. The showers in the health suite are douche showers for cooling you down, soap / shampoo should not be used in these showers
4. Food is not permitted in the health suite area.
5. Shaving in the health suite area, is grossly unhygienic and not permitted.
6. At all times consider other users and not partake in using foul / abusive language, or behave in a manner which causes offence.

## **General Information**

- For the safety of your belongings and the convenience of other users, don't leave clothes etc on changing room benches / hooks.
- After using equipment, please give it a quick spray / wipe down using the dispensers / paper provided.
- Showering – Ensure that shower is not too hot before using
- Belongings left in lockers at the end of the day will be removed by staff.
- In the event of the fire alarms being sounded, stop what you are doing and proceed to the assembly point, which is in the corridor beneath the GymTech (proceed via gym reception desk). Should it be necessary to evacuate the building (**CONDITION RED**), you will be instructed to do so by staff or the PA system. If you are in the health suite area assemble in the relaxation area and await instructions.
- **Faulty Equipment** – Please report any faulty / dangerous equipment to a member of staff
- **Customer Comments** – If you have any complaints or compliments regarding the service we provide then please pass these on to a member of staff or contact the Duty Manager via the gym reception desk. Written comment forms are also available at the gym and main reception desks.



## Membership Packages

A GymTech 2000 membership package offers substantial savings compared to using the facility on a casual basis. If you use the gym on a twice weekly casual basis then you are likely to make big savings through a direct debit or cash membership.

### GymTech Membership benefits include:

- Substantial savings.
- Unlimited use of GymTech 2000 Fitness and Health Suites.
- FREE swim in competition pool during public swim sessions.
- FREE admission to approximately 15 fitness and exercise classes each week.
- FREE GymTech induction.

### Types of Membership available:

- Direct Debit and cash packages for individual, joint and family memberships.
- Discounted rates for senior citizens and disabled persons.

**For further details on how you can make substantial savings on your visits to GymTech, contact staff at the main reception desk.**