

## FAQS

### Can I book back to back sessions?

Yes, members are allowed to book back to back timeslots. All members must exit, queue back up and check in with a member of staff for their second session. Members are not allowed to book a session in the Swimming Pool just to shower. Any abuse in this privilege will result in your membership being suspended.

### How many bookings can I make per day?

Members are only permitted to make two bookings per day.

### Can I pass my booking to a friend, if I can't attend a timeslot?

No, the booking can only be availed of by the person who books it.

### Should I cancel if I am not turning-up?

Yes, we require all members to cancel their timeslot, as a courtesy to other members, well in advance of your booked time but no later than 1 hour. Failure to do so will lead to a 'Strike' being added to your account. The accumulation of 3 strikes will mean that you cannot book a facility here at the arena for a 2 week period for the initial offence. 2nd offence – 4 weeks and 3rd offence – 6 weeks.

### I am a member who uses the cardio gym and the weights gym, can I continue to move between both gyms?

No, movement between the Weights & Cardio gyms is not permitted. We have a capacity of 50 in our Cardio Gyms and 45 in the Weights Gym. All sessions must be pre-booked and you are only allowed to attend the facility that you are booked into. Our staff will be conducting checks in all areas.

Member can book back to back sessions, if they wish to visit the cardio and the weights gym.

### What do I need to do in the gym?

We ask all members to wipe down equipment before and after use. When wiping down equipment, members should spray onto the paper towel and then wipe the equipment. Please don't spray directly onto the equipment.

### Do I need to bring a towel?

Yes, all members must bring a towel for personal use, do not wipe down equipment with your personal towel.

### Can I bring a bag into the gym?

Bags are not permitted on the gym floors. Locker rooms are available on the ground floor to store your bag, however changing is not permitted in these areas. Locker rooms are operating as communal areas.

### Can I use Changing Rooms & Showers?

Changing Rooms & Showers are currently closed on the Gym side. All members must attend ready to use the Gym. Locker rooms are available on the ground floor to store your belongings. Locker rooms are operating as communal areas. We will reopen changing rooms and showers in due course and within Government guidelines.

Changing cubicles & showers are open in the Swimming Pool. You will be allocated your own dedicated changing cubicle or designated group changing area space. The changing cubicle will only be used by you for the duration of your time in the pool area.



## FAQS

### Can I still use cash in the Arena when I return?

The Arena has been cashless since the 13th July 2020. We no longer accept cash at the reception desk in the Mardyke Arena UCC. Payments can be made onsite by debit/credit card (tap or chip and pin). Appointments for the Arena Clinic can be made online and paid for online. All retail sales at reception will require payment by card, including purchase of newspapers, swim hats, etc.

### Will I be expected to wear a face mask while visiting the Arena?

It is the Arena's policy, that all members wear a face mask / covering whilst queuing and moving through the Arena.

We will continue to follow Irish Government HSE Guidelines in this manner.

### How will social/ physical distancing in the Arena be maintained?

A common sense approach will be adopted in relation to social/physical distancing in the Arena. We will be asking staff and you our member to maintain a safe and sensible distance between each other and we will 'gently' remind you, our member, of this requirement on an ongoing basis. We have significant capacity reduction in all facilities thus ensuring a safe and healthy environment to visit. Signage will remind members of the protocols and staff will support members to ensure adequate distance is maintained.

### Can I use the Arena lift?

Yes, the Arena lift is fully operational and will be available to all members during opening hours however, use of the lift will be limited to just one person at any time unless by a person who requires a carer or staff member from our Arena Clinic in attendance. We would ask members to not use the lift unless it is necessary to do so.

### What can I not do on the App and/or website booking facility?

1. Unfortunately, our App and online booking systems will only permit one booking per user, you will not be able to book 2 or more people at the same time. You will have to go through the same process in order to book a second member.
2. The second member can only be booked using their individual and personal booking details.
3. Unfortunately, it will not be possible to book in a guest at this stage. The Arena is currently operating as a 'Member Only' facility.
4. Unfortunately, our App does not support the booking of families. To book, please contact our Reception On 021 490 4751.

Member  
Only  
Facility



Mardyke Arena

UNIVERSITY COLLEGE CORK

# Members Updates

## Reopening Monday 7<sup>th</sup> June



## CHECK IN PROCESS

- Please arrive shortly before your booking time and join the queue, maintaining two metres social distancing.
- You must check in with a Mardyke Arena UCC Staff member.
- Please have your membership card or student card available to verify your identity and proof of booking. **No Card + No Proof of booking = No Entry**
- Please inform the staff member of the facility you have booked.
- You will be able to gain access at the start of your designated timeslot by scanning your card at the turnstiles in main reception.

No Card +  
No Proof of  
booking =  
No Entry

### Please Note:

**If you book the Gym you must enter via the Gym Turnstile. If you book the Swimming Pool you must enter via the Swimming Pool Turnstile. At no time are you allowed to cross over from the Gym side to the Pool side during the same time slot due to contact tracing.**

Failure to attend  
or cancel a  
booked session  
will result in  
a strike.

No Show  
Policy

## NO SHOW POLICY – 3 STRIKE PROCESS

If you cannot attend a booking please cancel at least 1 hour in advance via the Mardyke Arena UCC App or Online.

Failure to attend or cancel a booked session will result in a strike.

The accumulation of 3 strikes will mean that you cannot book a facility here at the Arena for a 2 week period for the initial offence.

You will receive an email notifying you that you have received 3 strikes and the date you will be able to book facilities again.

- 1st offence (3 strikes) – No Arena Access for 2 weeks
- 2nd offence (6 strikes) – No Arena Access for 4 weeks
- 3rd offence (9 strikes) – No Arena Access for 6 weeks

No Shows  
Risk  
Membership  
Suspension

## CANCELLING A BOOKING

If you cannot attend a booking and to avoid a strike being applied to your booking privilege, please follow the below at least 1 hour in advance of the booking:

### To cancel via the APP;

- Open the Mardyke Arena UCC App
- Click 'Bookings' at the bottom of the screen
- Click the activity you wish to cancel
- Click 'Cancel'

### To cancel via the Website;

- Log into your account via [www.mardykearena.com](http://www.mardykearena.com)
- Click 'Profile' in the top right corner of the screen
- Click 'Bookings'
- Click the activity you wish to cancel
- Click 'Cancel'

## OPERATING PROCEDURES

### Weights & Fitness Gyms

- All gym sessions must be pre-booked via the Mardyke Arena UCC App or online at [www.mardykearena.com](http://www.mardykearena.com)
- Gym sessions will commence on time and finish punctually at designated end time.
- We can cater for a maximum number of 145 gym visits per 75-minute slots and staff will remind all users of time.
- All gym users must turn-up for their workout changed and ready.
- No changing facilities are currently available for gym users.
- Locker rooms are available on the ground floor to store your belongings. Locker rooms are operating as communal areas. We will reopen changing rooms and showers in due course and within Government guidelines.
- You will be required to check-in with a staff member in the gym you are booked into.
- You are required to wipe down all equipment used by you before and after use – don't spray directly onto the machine. When wiping down equipment, members should spray onto the paper towel and then wipe the equipment.
- Hand sanitising gels, spray bottles for wiping and paper towels will be readily available for use.
- You must bring your own towel for personal use. Do not wipe down equipment with your personal towel.
- Social distancing and good personal hygiene must always be practised.
- Staff will be on hand to help and support you throughout your visit.
- Stretching and core areas are temporarily unavailable.
- Spotting by staff is not permitted.
- Movement between the Weights & Cardio Gyms is not permitted. We have a capacity of 50 in our Cardio Gyms and 45 in the Weights Gym. All Gyms must be pre-booked.

Movement  
between  
Gyms – Not  
Permitted

### Swimming Pool

- All swimming sessions must be pre-booked via the Mardyke Arena UCC App or online at [www.mardykearena.com](http://www.mardykearena.com)
- Capacity will be reduced from a pre-closure capacity of 120 swimmers to 40 swimmers per timeslot, Monday – Sunday. Check the Mardyke Arena UCC APP or [www.mardykearena.com](http://www.mardykearena.com) for individually timeslot capacity. This will change from time to time, depending on activity.
- A maximum of 6 swimmers are permitted per lane at any one time.
- To minimise time in changing areas all swimmers are asked to arrive already wearing their swim attire.
- We have 35 individual changing cubicles and 4-group changing rooms and so we have plenty of space for everyone.
- If needed, members can avail of their own locker.
- We advise members not to bring valuables to the Arena with them.
- Swimmers are required to shower before and after swimming. We have 6 showers located poolside and 8 newly refurbished individual cubicle showers.
- Toilets are open and available in the swimming changing village.
- Walkways will be clearly marked and social distancing will be maintained both in the changing areas, toilets and swimming pool.
- Members must only use the cubicle assigned to them at check in. The assigned cubicle must be used for changing before and after the swim.

Occupancy levels  
in the swimming  
pool will change  
from time to time,  
depending on  
activity.



## FREQUENTLY ASKED QUESTIONS

### What do I have to do to use the Mardyke Arena UCC?

You must download and register for the Mardyke Arena UCC App with your email address or alternatively register online at [www.mardykearena.com](http://www.mardykearena.com) Once registered, the Mardyke Arena UCC will verify your membership within 48 hours which will then allow you to book a timeslot.

You should ensure that you are healthy, fit and well. Do not attend the Arena any day or time that you may be displaying symptoms or fear that you may have COVID 19.

### When In Doubt – Stay Out.

### What do I do when I come to the Mardyke Arena UCC?

Please arrive to the Arena a few minutes prior to your timeslot. A queuing system is in place and all members must wear a face mask / covering whilst queuing. A member of staff will check you in for contract tracing purposes.

You must bring your membership/student card and proof of booking with you when attending your timeslot. We are operating a strict policy of No Card + No Proof of Booking = No Entry.

You will be able to gain access at the start of your designated timeslot by scanning your card at the turnstiles in main reception.

If you book the Gym you must enter via the Gym Turnstile. If you book the Swimming Pool you must enter via the Swimming Pool Turnstile. At no time all you allowed to cross over from the Gym side to the Pool side during the same time slot due to contact tracing.

### Have opening hours changed?

Our opening hours have not changed however, use of facilities are time-based slots which must be pre-booked in advance of coming into the Arena. These changes have been introduced so that we fully comply with capacity restrictions, social distancing and hygiene/sanitation requirements. The booking timeslots are available to book via the Mardyke Arena UCC App or online at [www.mardykearena.com](http://www.mardykearena.com).

### Booking will open for all facilities 36-hours prior to your desired timeslot.

### Can I park in the Mardyke Arena UCC?

Yes, you may park in the Arena during your designated timeslot only (90mins).

Members will be asked to present their membership card and proof of timeslot booking to the attendant on duty on each visit to the Arena.

Parking attendants will comply with social distancing protocols.

Any abuse of this will result in your parking privilege being withdrawn.

### What facilities can I book?

At present you can currently book the Gym & Pool only via the Mardyke Arena UCC APP or online via [www.mardykearena.com](http://www.mardykearena.com) The Climbing Wall can only be used by pre booking via reception 021 490 4751.

All activities must be pre-booked in advance.

### Can I book more than one facility at the same time?

No, members will only be permitted to book one facility at a given time. You must attend the facility that you have booked. Our staff will be conducting checks in all areas.

When In  
Doubt –  
Stay Out.

