

## **National Lockdown January 2021**

**On 4 January 2021, the Prime Minister announced a national lockdown. The Government guidance has an impact on our sport and leisure services.**

Indoor gyms and sports facilities will be closed including Hadrian Leisure Centre, The Parks Sports Centre, Tynemouth Pool, Waves and The Lakeside Centre.

Leisure centres, indoor gyms, swimming pools, indoor sports courts, indoor fitness and dance studios, indoor climbing walls, indoor play centres and areas including trampolining parks and soft play, outdoor sports courts, outdoor gyms, must close.

Organised outdoor sport for disabled people can continue.

Shiremoor Adventure Playground, Churchill Community Track, tennis courts, and outdoor pitches must also close.

All face to face Active North Tyneside programmes are suspended. Virtual programmes have been developed for adult and child weight management and post-natal classes.

**Due to the restrictions in place our sites are not currently staffed, please use email where possible for any enquiries you may have, addresses can be found at the bottom of this document.**

We have compiled the following frequently asked questions to help with any queries you may have.

### **Sport and Leisure Facilities (Hadrian Leisure Centre, The Parks Sports Centre, Tynemouth Pool, Waves, The Lakeside Centre)**

- I have a Contours membership, what will happen now you are closed?

Our membership team will automatically suspend any Direct Debit payments for the time that we are closed. If you have paid in full we will add the months that you will miss to the end of your membership. If you pay by standing order please contact the Contours membership team to discuss your payments.

- Monies have come out of my bank account in January 2021 for my membership fees, but I am not able to use the facilities?

Prior to the national lockdown announced on 4 January 2021, on 30 December 2020, the Government announced tier 4 restrictions to control the spread of coronavirus. Under that guidance, certain businesses and venues needed to close. In line with those restrictions, from 31 December 2020 North Tyneside Council closed all sport and leisure facilities.

Unfortunately, even with the earlier date of 30 December, it was too late to pause the processing of the Direct Debits scheduled for January and membership fees would have been collected in early January. We will rectify this by suspending your next payment on reopening. We will automatically suspend your membership and will write to you before we take your next payment.

For any specific or personal enquiries, please contact the Contours membership team: [Contours.MembershipTeam@northtyneside.gov.uk](mailto:Contours.MembershipTeam@northtyneside.gov.uk)

- What is happening with swimming lessons?

Our Learn to Swim programme is currently on hold. Our team will contact you when this is due to re-start. You will not lose your place in the lesson programme. We will be contacting customers when the programme resumes to reallocate your space.

- I have a block booking every week, what will happen to my booking?

Your booking will be suspended during the closure. We will contact you when your booking is able to resume on re-opening.

- I have just paid for an Easecard which I cannot use now, what can I do about this?

We will add the time that you have missed onto your ease card once we re-open.

### Outdoor Football Pitches

- I pay for football pitch access via Direct Debit. What will happen?

All Direct Debits have been suspended as of 5 January 2021, and will resume when the restrictions are lifted. For teams who pay up front, a credit will be applied at the close of the 2021 football season. For any specific queries contact [football@northtyneside.gov.uk](mailto:football@northtyneside.gov.uk)

### Churchill Community Track

- Churchill Community Track is outdoors and I would still like to book to use it? Why is this closed?

Government guidance states that outdoor sports facilities must be closed.

### Outdoor Tennis Courts

- Why can't I play tennis on the courts with my bubble or another household?

Government guidance states that outdoor sports facilities must be closed.

### Outdoor team sport

- What about outdoor team sports?

Government guidance states that outdoor sports facilities must be closed. Government guidance also states that you can only exercise outdoors with people you live with, your support bubble or one other person, therefore outdoor team sports at grass roots level will stop.

### **Contact information**

Hadrian Leisure Centre	<a href="mailto:hadrian.leisure@northtyneside.gov.uk">hadrian.leisure@northtyneside.gov.uk</a>
The Parks Sports Centre	<a href="mailto:the.parks@northtyneside.gov.uk">the.parks@northtyneside.gov.uk</a>
Tynemouth Pool	<a href="mailto:tynemouth.pool@northtyneside.gov.uk">tynemouth.pool@northtyneside.gov.uk</a>
Waves	<a href="mailto:waves@northtyneside.gov.uk">waves@northtyneside.gov.uk</a>
The Lakeside Centre	<a href="mailto:lakeside@northtyneside.gov.uk">lakeside@northtyneside.gov.uk</a>
Contours memberships	<a href="mailto:contours.membershipteam@northtyneside.gov.uk">contours.membershipteam@northtyneside.gov.uk</a>
Outdoor sports facilities (football pitches, pavilions, minigolf, outdoor bowls and Shiremoor Adventure Playground)	<a href="mailto:sport@northtyneside.gov.uk">sport@northtyneside.gov.uk</a>
Active North Tyneside	<a href="mailto:active@northtyneside.gov.uk">active@northtyneside.gov.uk</a> (also available by telephone on 0191 643 7171)