# Trinity Sport FAQs

**Last updated – 20th October**

**Phased easing of Covid-19 restrictions FAQs:**

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| 1. How does the phased easing of Covid-19 restrictions affect Trinity Sport? | Following the Government’s announcement regarding public health measures, Trinity Sport plans the following easing of Covid-19 restrictions from **Tuesday, 26th October:**  
- Gym Booking no longer required, please be mindful that you will still need a booking for all group-based activities such as fitness classes and sport club training sessions.  
- New opening hours: Monday – Friday: 7am – 10:30pm; Saturday & Sunday: 9am – 6pm, all activities cease 30 minutes before closing time.  

It is vitally important that we all exercise personal responsibility, continue to wear face masks, and do not come into Trinity Sport facilities if Covid-19 symptomatic. Personal responsibility is vital – our collective behaviour makes a difference.  

Trinity Sport will continue to comply with government regulations, University guidelines, Ireland Active, Sport Ireland and national governing bodies criteria and guidelines throughout the phased easing of public health restrictions. Our main priority is the safety of our members and staff, we are ensuring all appropriate guidelines and protocols are followed at each of our facilities. |
| 2. What are the current Covid-19 restrictions in place at Trinity Sport Centre? | **Important information to note:**  
1. Gym / pool bookings no longer required (except for group activities):  

Gym and pool bookings are no longer required, please be mindful that you will still need a booking for all group based activities such as fitness classes, sport club training sessions and family swim. Please note: Activities cease 30 minutes before closing time.  

Please do not attend the gym if you are feeling unwell or have a high temperature. For more information and to register for our online booking system please click **HERE**.  

2. Trinity Sport pool and steam room / sauna facilities: |
You no longer need to book a slot for the swimming pool. Once you have a valid membership you can pop in whenever suits within our opening times (see above). The steam room and sauna facilities will be opening soon. Please note hair and hand dryers will be available for use and shoe coverings must be worn before passing through the pool turnstiles.

3. **Face coverings are mandatory at Trinity Sport facilities:**

Face coverings are mandatory at Trinity Sport Centre except for when you are exercising. Please comply with this requirement in order to reduce the spread of Covid-19.

5. **Trinity Sport Centre Opening hours:**

The Trinity Sport Centre opening hours are as follows:
Monday - Friday: 07:00 - 22:30
Saturday and Sunday: 09:00 - 18:00
All activities cease 30 minutes before closing time

6. **Changing Rooms:**

Trinity Sport will provide access to changing and shower facilities at Trinity Sport Centre, the Pavilion, Santry Sports Grounds, Iveagh Sports Grounds and Islandbridge Boathouse.

7. **Fitness classes:**

Check out the fitness class timetable [HERE](#). All fitness classes can be booked online or via the Trinity Sport app. You can also access all our new live and on-demand classes via Trinity Sport+. Join engaging fitness classes with the Trinity Sport trainers that you love, anytime, anywhere. For more information on Trinity Sport+ click [HERE](#).

3. **What does the Covid-19 phased easing of Covid-19 restrictions mean for student sport, club training and competitions?**

Sport matches can recommence at Trinity College Dublin (college park), Iveagh Sports Grounds and Santry Sports Grounds. Indoor training and matches can also recommence at Trinity Sport Centre. Trinity Sport will continue to comply with government regulations, University guidelines, Ireland Active, Sport Ireland and national governing bodies criteria and guidelines throughout the phased easing of public health restrictions.

Clubs will need to submit risk assessments and have approval before beginning any matches, training or activities, please contact ducac@tcd.ie for more information.
4. Do I need to wear a face mask or visor in the Trinity Sport Centre and other indoor Trinity sporting facilities?  
   Face coverings are mandatory at Trinity Sport Centre except when you are exercising. Please comply with this requirement in order to reduce the spread of Covid-19.

5. What are the new opening hours for the Trinity Sport Centre?  
   The Trinity Sport Centre opening hours are as follows:  
   Monday - Friday: 07:00 - 22:30  
   Saturday and Sunday: 09:00 - 18:00  
   All activities cease 30 minutes before closing time.

6. What does the phased easing of restrictions mean for Trinity Sport swimming pool?  
   You no longer need to book a slot for the swimming pool. Once you have a valid membership, you can pop in whenever suits within our opening times (see above). The steam room and sauna facilities will be opening soon. Please note hair and hand dryers will be available for use and shoe coverings must be worn before passing through the pool turnstiles.  
   **All activities cease 30 minutes before closing time.**

7. Will the changing room and showering facilities be available for use?  
   Trinity Sport will provide access to changing and shower facilities at Trinity Sport Centre, the Pavilion, Santry Sports Grounds, Iveagh Sports Grounds and Islandbridge Boathouse.

8. Are you running fitness classes?  
   Check out the fitness class timetable [HERE](#). All fitness classes can be booked online or via the Trinity Sport app. You can also access all our new live and on-demand classes via Trinity Sport+. Join engaging fitness classes with the Trinity Sport trainers that you love, anytime, anywhere. For more information on Trinity Sport+ click [HERE](#).

9. Will members be refunded or extended for the closure period?  
   Your membership will reactivate from Tuesday, 8th June 2021.  
   **Monthly paying members:** Your monthly membership payments will continue to be suspended until July 2021 and will only automatically restart after you have received credit for the unused value of your last payment to us.  
   **Prepaying members:** All members who prepaid their current membership, will have their membership extended accordingly. We will be in contact with you soon to confirm your new membership end date.

10. Will Trinity students be eligible for a sports levy refund for the closure period?  
   The sports levy is a development charge, it is not a membership or access charge to the Trinity Sport Centre. As per the sport charge student referendum agreement, the only waivers are for students of financial hardship, refunds therefore do not apply unless specifically related to financial hardship and approved via the Senior Tutors Office.
11. How do I register for the Trinity Sport app and book a fitness class?

Registration for Members:

Current or recent members (last 2 years), TCD Student, TCD Staff or TCD Graduate

**Step 1:** Please visit the Join At Home webpage to register.
**Step 2:** Select 'yes' to the email address and password question followed by selecting 'Forgot my password'.
**Step 3:** When prompted enter your email address (associated with Trinity Sport) and CAPTCHA then click 'request password'.
*If you are unsure which email is associated with Trinity Sport please contact us at sport@tcd.ie or call 01896 1812.*
**Step 4:** You should receive an email, including your personal Member ID and a link to change (set) your password for the first time, click on this link.
**Step 5:** Enter your Member ID followed by your password selecting ‘Save’.
*Your password must be at least 8 characters long and within those first 8 characters you need to include at least one Upper case and one Lower case character, one special character and one number.*
**Step 6:** Visit the Trinity Sport application or Trinity Sport Connect Bookings page and log in with email address and new password when prompted.

Registration for Non-Members:

If you are under the category of a member of the public who has never had a membership at Trinity Sport, you can register in order to: Purchase a membership subscription and or book services including exercise classes.

**Step 1:** Please visit the Join At Home page to register.
**Step 2:** Select ‘no’ to the email address and password question.
**Step 3:** Populate basic details section, enter the Captcha correctly and select ‘Next’. At this point you must decide if you are:
A: Registering to book services at the non-member rate.
B: Buying a membership subscription.
If you choose A:
**Step 4:** Select ‘Pay as you go’ and click next.
**Step 5:** Populate all relevant fields with your up to date information and proceed

For more information on the Trinity Sport online booking app please visit: https://www.tcd.ie/Sport/onlinebooking/

12. How do I activate my student card for access to the Trinity Sport centre?

**Step 1:** Please visit the Join At Home webpage to register.
**Step 2:** Select ‘yes’ to the email address and password question followed by selecting ‘Forgot my password’.
**Step 3:** When prompted enter your email address (associated with Trinity Sport) and CAPTCHA then click 'request password'.
*If you are unsure which email is associated with Trinity Sport please contact us at sport@tcd.ie or call 01896 1812.*
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**Step 5:** Enter your Member ID followed by your password selecting ‘Save’.
*Your password must be at least 8 characters long and within those first 8 characters you need to include at least one Upper case and one Lower case character, one special character and one number.*
**Step 6:** Please visit the Join At Home webpage.
**Step 7:** Select ‘yes’ to the email address and password question, entering your associated email address, password and captcha.
**Step 8:** Select ‘Activate Tcd Student Card’ from the options offered and click next.
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<tr>
<th>Step 9: Select 'Student Annual 20/21’ and click next and next in the following page too.</th>
<th>You have now activated your student card for Sport Centre access until 31/08/2021, provided your student card is valid.</th>
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<tr>
<td>Step 10: Please review and modify your personal data as required before selecting next</td>
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<tr>
<td>Step 11: Review summary page before selecting 'PAY AND FINISH'</td>
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13. **How do I join a sports club for academic year 2021 / 22?**

Joining a sports club is simple, **but first you need to activate your student card for the sport centre!**

**Step 1:** Visit Join Trinity Sport Online and sign in with your membership credentials

**Step 2:** Click ‘sign up for membership’

**Step 3:** Click ‘Student sport club signup’

**Step 4:** Choose which club or clubs you wish to join – there’s no limit! (you will need to repeat process to join another club)

**Step 5:** Pay the fee for each club via the online payment process

**Step 6:** You will then be sent a confirmation of your club membership

14. **What are the health and safety measures in place at Trinity Sport facilities?**

Our main priority is the safety of our members and staff, we are ensuring all appropriate guidelines and protocols are followed. The current plans which will be implemented across all our sporting facilities include but are not limited to:

- Designated entry, exit, and one-way access routes.
- Increased dedicated cleaning schedules.
- Contactless payments.
- Socially distanced facility and staffing setup.
- Staff training in new procedures and safety systems.
- Sanitiser and handwash stations.

15. **I have a valid annual locker purchased prior to the closure, what will happen with this?**

Similar to a prepaid membership, for your annual locker you will credited with the time period of the duration of the closure, at the end of this subscription. We will communicate the relevant details via email with everyone. Please note, you must have a valid membership to access your locker.