

Trinity Sport FAQ's

Last updated – 24th September 2020

Novel Coronavirus nCoV-2019 – Information and advice for Trinity Sport members and Trinity Sport Clubs

Question	
1. How do I keep updated about the latest University information about the Coronavirus?	<p>Thank you for your continued support and patience as we adjust to the Covid-19 pandemic. While Dublin remains at Level 3 of the Living with COVID-19 plan, Trinity College Dublin students and members are asked to note the following:</p> <ul style="list-style-type: none">• Individuals can continue to exercise and train in all Trinity Sport's facilities including Trinity Sport Centre, Santry Sports Grounds, Iveagh Sports Grounds and Islandbridge Boathouse. All group fitness classes will be available online via the Trinity Sport app.• Groups of up to 15 can exercise, train and play recreational activities outdoors providing there is no contact. For example, clubs or groups of students can get together outdoors to do activities such as bootcamp, hiking, canoeing, running, fitness trail, soccer, etc providing no more than 15 people are involved and they have no physical contact.• Exemptions: The following Trinity teams, who compete at high levels in their sport, have been granted Government exemption from level 3 restrictions and can train and compete with appropriate Covid-19 protocols in place. Fixtures that are scheduled to take place on and off campus will go ahead but without spectators. <p>Trinity Meteors – Women's Basketball Men's 1st Rugby team Women's 1st and Men's 1st Hockey teams Women's 1st Volleyball team</p> <ul style="list-style-type: none">• Trinity Clubs are not permitted to hold any other congregations on or off campus and must not, so long as Level 3 continues, congregate before or after training sessions or competitive fixtures. <p>A number of restrictions will apply during our initial reopening phase of the Trinity Sport Centre. We will ease these restrictions as it is safe and permissible to do so and hope to return to normal operations within a short period. We will continue to comply with all government guidelines as part of that process.</p> <p>A Trinity College Dublin FAQs page has been produced to provide information for the University community on COVID-19, the University's response and support available to staff and students. This includes links to the official advice and guidance that we encourage all staff and students to follow.</p> <p>All staff and students are asked to continue to follow and regularly review the latest guidance and advice from the HSE.</p>

	<p>The university will continue to provide information and guidance to students and staff via our FAQs page, our social media accounts, and via email. Trinity Sport will continue to take guidance from the Government, the University and HSE and will keep all our members up to date if the situation changes via the Trinity Sport website, email and our social media channels.</p>		
Question			
<p>2. What are the restrictions in place for the initial re-opening of the Trinity Sport Centre?</p>	<p>A number of restrictions will apply during our initial reopening phase of the Trinity Sport Centre. We will ease these restrictions as it is safe and permissible to do so and hope to return to normal operations within a short period. We will continue to comply with all government guidelines as part of that process.</p> <p>1. Online booking system: We have decided to operate an online booking system during our initial opening phase to help us control the number of members and staff at Trinity Sport Centre at any one time. Online booking is now available via the Trinity Sport app, you can book 1 x 1 hour 'Gym Slot' per day. Gym Slots and fitness classes can be booked 24 hours in advance, gym slots will be 60 minutes with a 15-minute gap to facilitate cleaning. You will not be able to enter Trinity Sport Centre without a booking and your Membership Access Card. Please do not attend the gym if you are feeling unwell or have a high temperature.</p> <p>2. Trinity Sport pool and sauna facilities: The Trinity Sport Centre pool and sauna facilities will not be available from August 12th during the initial reopening phase. As we increase our capacity and opening hours, we are planning to reopen all facilities pending any outstanding service or maintenance works.</p> <p>3. Entrance to Trinity Sport Centre via Westland Row: Trinity Sport Members and staff must enter Trinity Sport Centre via the Westland Row gate while adhering to the two-meter social distancing markings and follow the directional arrows to enter the building.</p> <p>4. Reduced opening hours: The Trinity Sport centre reopened with reduced opening hours, the opening hours are as follows: Monday, Wednesday & Friday: 7am - 2.30pm Tuesday & Thursday: 2 - 9.30pm Saturday and Sunday: 10am - 5.30pm</p> <p>5. Changing Rooms: Our changing rooms and showering facilities will be temporarily closed. For now, we are asking members to arrive prepared for your workout, wearing your gym clothes with a towel and water. We also ask that you leave immediately after your workout.</p> <p>6. Trinity Sport Fitness Classes: Only individual training can take place at Trinity Sport Centre. All group fitness classes will be available online via the Trinity Sport app.</p>		

<p>3. What do the new Living with Covid-19 Roadmap Level 3 restrictions mean for student sport club training and competitions?</p>	<p>While Dublin remains at Level 3 of the Living with COVID-19 plan, Trinity College Dublin students and members are asked to note the following:</p> <ul style="list-style-type: none"> • Individuals can continue to exercise and train in all Trinity Sport’s facilities including Trinity Sport Centre, Santry Sports Grounds, Iveagh Sports Grounds and Islandbridge Boathouse. All group fitness classes will be available online via the Trinity Sport app. • Groups of up to 15 can exercise, train and play recreational activities outdoors providing there is no contact. For example, clubs or groups of students can get together outdoors to do activities such as bootcamp, hiking, canoeing, running, fitness trail, soccer, etc providing no more than 15 people are involved and they have no physical contact. • Exemptions: The following Trinity teams, who compete at high levels in their sport, have been granted Government exemption from level 3 restrictions and can train and compete with appropriate Covid-19 protocols in place. Fixtures that are scheduled to take place on and off campus will go ahead but without spectators. <p>Trinity Meteors – Women’s Basketball Men’s 1st Rugby team Women’s 1st and Men’s 1st Hockey teams Women’s 1st Volleyball team</p> <ul style="list-style-type: none"> • Trinity Clubs are not permitted to hold any other congregations on or off campus and must not, so long as Level 3 continues, congregate before or after training sessions or competitive fixtures.
<p>4. How do I activate my student card for access to the Trinity Sport centre?</p>	<p>Step 1: Please visit the <u>Join At Home</u> 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: Please visit the <u>Join At Home</u> webpage. Step 7: Select ‘yes’ to the email address and password question, entering your associated email address, password and capcha. Step 8: Select ‘Activate Tcd Student Card’ from the options offered and click next Step 9: Select ‘Student Annual 20/21’ and click next and next in the following page too. Step 10: Please review and modify your personal data as required before selecting next Step 11: Review summary page before selecting ‘PAY AND FINISH’</p>

	You have now activated your student card for Sport Centre access until 31/08/2021, provided your student card is valid.
5. How do I join a sports club for academic year 2020 / 2021?	<p>Joining a sports club is simple, but first you need to activate your student card for the sport centre!</p> <p>Step 1: Visit Join Trinity Sport Online and sign in with your membership credentials</p> <p>Step 2: Click 'sign up for membership'</p> <p>Step 3: Click 'Student sport club signup'</p> <p>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)</p> <p>Step 5: Pay the fee for each club via the online payment process</p> <p>Step 6: You will then be sent a confirmation of your club membership</p>
6. Do I need to wear a face mask or visor in the Trinity Sport Centre and other indoor Trinity sporting facilities?	Face coverings are now mandatory for all internal public spaces on Trinity College Dublin campus including the Trinity Sport Centre except for when you are exercising. Please comply with this requirement in order to reduce the spread of Covid-19.
7. What are the new opening hours for the Trinity Sport Centre?	<p>The Trinity Sport centre reopened with reduced opening hours, the opening hours are as follows:</p> <p>Monday, Wednesday & Friday: 7am - 2.30pm</p> <p>Tuesday & Thursday: 2 - 9.30pm</p> <p>Saturday and Sunday: 10am - 5.30pm</p>
8. Which entrance should I use to get to the Trinity Sport Centre?	Trinity Sport Members and staff must enter Trinity Sport Centre via the Westland Row gate while adhering to the two-meter social distancing markings and follow the directional arrows to enter the building.
9. When is the Trinity Sport pool, steam room and sauna facilities re-opening?	The Trinity Sport Centre pool, steam room and sauna facilities will not be available during the initial reopening phase. As we increase our capacity and opening hours, we are planning to reopen all facilities pending any outstanding service or maintenance works.
10. Will the changing room and showering facilities be available for use?	Our changing rooms and showering facilities will be temporarily closed. For now, we are asking members to arrive prepared for your workout, wearing your gym clothes with a towel and water. We also ask that you leave immediately after your workout.
11. How can I book a gym slot at the Trinity Sport Centre?	<p>We have decided to operate an online booking system during our initial opening phase to help us control the number of members and staff at Trinity Sport Centre at any one time.</p> <p>Online booking is now available, you can book 1 x 1 hour 'Gym Slot' per day. Gym Slots and fitness classes can be booked three days in advance, gym slots will be 60 minutes with a 15-minute gap to facilitate cleaning. You will not be able to enter Trinity Sport Centre without a booking and your Membership Access Card. Please do not attend the gym if you are feeling unwell or have a high temperature.</p>
12. Are Trinity Sport accepting cash or card only?	To limit the spread of Covid-19 Trinity Sport are only accepting card payment now.
13. How do I register for the Trinity Sport app and book a gym slot / fitness class?	<p>Registration for Members:</p> <p>Current or recent members (last 2 years), TCD Student, TCD Staff or TCD Graduate</p>

	<p>Step 1: Please visit the Join At Home webpage to register.</p> <p>Step 2: Select 'yes' to the email address and password question followed by selecting 'Forgot my password'.</p> <p>Step 3: When prompted enter your email address (associated with Trinity Sport) and CAPTCHA then click 'request password'. <i>*If you are unsure which email is associated with Trinity Sport please contact us at sport@tcd.ie or call 01896 1812.</i></p> <p>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.</p> <p>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.</p> <p>Step 6: Visit the Trinity Sport application or Trinity Sport Connect Bookings page and log in with email address and new password when prompted.</p> <p>Registration for Non-Members:</p> <p>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.</p> <p>Step 1: Please visit the Join At Home page to register.</p> <p>Step 2: Select 'no' to the email address and password question.</p> <p>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</p> <p>For more information on the Trinity Sport online booking app please visit: https://www.tcd.ie/Sport/onlinebooking/</p>
<p>14. When will fitness classes resume at Trinity Sport Centre?</p>	<p>While Dublin remains at Level 3 of the Living with COVID-19 plan, Trinity College Dublin students and members are asked to note the following:</p> <ul style="list-style-type: none"> • Individuals can continue to exercise and train in all Trinity Sport's facilities including Trinity Sport Centre, Santry Sports Grounds, Iveagh Sports Grounds and Islandbridge Boathouse. All group fitness classes will be available online via the Trinity Sport app. <p>The team at Trinity Sport are working hard to launch a new digital fitness platform which will be available to members soon. Online personal training is available from Trinity Sport, to get a consultation with our expert fitness trainer Jamie Headon please visit https://headonfitness.ie/</p>
<p>15. What health and safety measures are Trinity Sport putting in place to combat the Coronavirus?</p>	<p>Our main priority is the safety of our members and staff, we are ensuring all appropriate guidelines and protocols are followed. This may mean that some things will have to change and we will be asking you to also take care of your own personal hygiene and safety. The current plans which will be implemented across all our sporting facilities include but are not limited to:</p> <ul style="list-style-type: none"> • Designated entry, exit, and one-way access routes. • Booking system to manage a reduced capacity and to assist with contact tracing.

	<ul style="list-style-type: none"> • Increased dedicated cleaning schedules. • Contactless payments. • Socially distanced facility and staffing setup. • Staff training in new procedures and safety systems. • Digital user orientation and continued digital and virtual offers. • Sanitiser and handwash stations.
16. Will members be refunded or extended for the closure period?	<p>The facility closure commenced at 6pm on Thursday 12th March 2020. All external members (College staff, Graduates, Public & Corporate) who prepaid their current membership, will have their membership extended accordingly.</p> <p>Direct debit membership payments will continue to be suspended until 1st September 2020 and will only automatically restart after you have received full credit for the unused value of your last payment to us. For members paying via a direct debit or a staff salary deduction, any adjustment to these monthly membership subscriptions needs to be communicated to sport@tcd.ie by 10pm on Sunday, August 16th.</p>
17. Will Trinity students be eligible for a sports levy refund for the closure period?	<p>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.</p>
18. How will we communicate and update members on closures?	<p>Trinity Sport will communicate updates with users via normal communication channels including the Trinity Sport website, social channels and email. We advise that members check our website for the most current information.</p>
19. If a student has a training camp or competition outside of Ireland are, they allowed to attend?	<p>Refer to FAQs page under Travel Advice and Guidance on the Coronavirus from the Department of Foreign Affairs and Trade.</p>
20. I have a valid annual locker purchased prior to the closure, what will happen with this?	<p>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. Soon after we have a confirmed date of reopening, we will communicate the relevant details via email with everyone. Please note, you must have a valid membership to access your locker.</p>
21. Does chlorine in the swimming pool help minimize risks of getting the virus while in the water?	<p>HSE guidelines indicate that COVID-19 risks can be controlled with correct chlorine levels and safe pool water management systems in place. The Trinity Sport swimming pool operates with a UV filtration system, which sanitises the water so this in tandem with controlled chlorination levels and regular testing which we continue to manage will ensure a safe environment for our customers.</p>
22. What sort of plans do you have in place for the reopening of the swimming pool in line with social distancing measures and safety protocols?	<p>Trinity Sport will continue to adhere to all HSE and Government guidelines on social distancing, the team are also taking guidance from the sectors national body 'Ireland Active' on the safe re-opening of swimming pool facilities. As a team we have been working on ensuring all guidelines are followed and a safe environment for staff and customers is in place before we re-open. Our swimming pool facilities will be carefully managed to ensure social distancing in the water and surrounding changing facilities, which includes individual cubicles and team changing, are in place. The current plans include but are not limited to:</p> <ul style="list-style-type: none"> • One-way entry and exit systems • A booking system in place to manage a reduced capacity • Increased cleaning schedules • Management of changing facilities at a reduced capacity

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| | <ul style="list-style-type: none">• Swim lane management and a capacity system in place• Staff training in new procedures and safety systems |
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