Trinity Sport FAQ’s

Last updated – 3rd June 2021

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

<table>
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<th>Question</th>
<th>Answer</th>
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<tr>
<td>1. How does the Covid-19 phased easing of Level 5 restrictions affect Trinity Sport?</td>
<td>Thank you for your continued support and patience, we are pleased to confirm that we will be re-opening Trinity Sport Centre for individual training from Tuesday, 8th June. Trinity Sport swimming pool is undergoing final health and safety checks after a recent maintenance upgrade and will reopen on Monday, 14th June. From Tuesday, 8th June sport matches can recommence at Trinity College Dublin (college park), Iveagh Sports Grounds and Santry Sports Grounds. 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.</td>
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<td>2. What are the restrictions in place at Trinity Sport Centre?</td>
<td>A number of restrictions will apply during the reopening of the Trinity Sport Centre. We will ease these restrictions as it is safe and permissible to do so. We will continue to comply with all government guidelines as part of that process.</td>
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<td>1. Online Booking:</td>
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<td>We are operating an online booking system to help us control the number of members and staff at Trinity Sport Centre at any one time. You can book 1 x 1-hour gym or swim slot per day. Gym and swim slots can be booked 48 hours in advance, gym slots will be 60 minutes with a 15-minute gap to facilitate cleaning. Swims slots allow for a 45-minute swim session and 15 minutes for showering and changing, individual changing cubicles will be available for use. You will not be able to enter Trinity Sport Centre without a booking, an appropriate face covering and your membership access card. 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 <a href="#">here</a>.</td>
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<td>2. Trinity Sport pool and steam room / sauna facilities:</td>
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The Trinity Sport Centre pool will reopen from Monday, 14th June with reduced capacity, the steam room and sauna facilities will not be available for use due to current government restrictions. Swimming lessons and classes will also recommence at Trinity Sport Centre.

Please note no hair or 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 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.

4. Entrance to Trinity Sport Centre via Pearse Street (Science Gallery) Entrance:

Trinity Sport Members and staff must enter Trinity Sport Centre via the Pearse Street (Science Gallery) Entrance while adhering to the two-meter social distancing markings and following the directional arrows to enter the building.

5. Changing Rooms:

Our changing rooms and showering facilities will be temporarily closed for gym users. 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.

6. Fitness classes:

No fitness or dance classes will be available due to government restrictions. From Monday, 5th July indoor training, exercise and dance activities can recommence in pods of up to six people (subject to the public health situation). You can 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](#).

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<th>3. What does the Covid-19 phased easing of Level 5 restrictions mean for student sport, club training and competitions?</th>
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<td>From Tuesday, 8th June sport matches can recommence at Trinity College Dublin (college park), Iveagh Sports Grounds and Santry Sports Grounds. 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 training or activities, please contact <a href="mailto:ducac@tcd.ie">ducac@tcd.ie</a> for more information.</td>
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<td>4. Do I need to wear a face mask or visor in the Trinity Sport Centre and other indoor Trinity sporting facilities?</td>
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<td>5. What are the new opening hours for the Trinity Sport Centre?</td>
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<td>6. Which entrance should I use to get to the Trinity Sport Centre?</td>
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<td>7. When is the Trinity Sport pool, steam room and sauna facilities re-opening?</td>
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11. Are Trinity Sport accepting cash or card only?
   To limit the spread of Covid-19 Trinity Sport are only accepting card payment now.

12. 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.

13. 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 sports 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.

14. How do I register for the Trinity Sport app and book a gym slot / 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.
   *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 5:** Enter your Member ID followed by your password selecting 'Save'.
   **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
15. How do I activate my student card for access to the Trinity Sport centre?

**Step 1:** Please visit the [Join At Home](https://www.tcd.ie/Sport/onlinebooking/) 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’.

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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 Uppercase and one Lowercase character, one special character and one number.

**Step 6:** Please visit the [Join At Home](https://www.tcd.ie/Sport/onlinebooking/) 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

**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'

You have now activated your student card for Sport Centre access until 31/08/2021, provided your student card is valid.

16. How do I join a sports club for academic year 2020 / 2021?

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](https://www.tcd.ie/Sport/onlinebooking/) 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

17. What health and safety measures are Trinity Sport putting in place to combat the Coronavirus?

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.
- Booking system to manage a reduced capacity and to assist with contact tracing.
- 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.

18. 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.
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<th>19. Does chlorine in the swimming pool help minimize risks of getting the virus while in the water?</th>
<th>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.</th>
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| 20. 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? | 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:  
- 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  
- Swim lane management and a capacity system in place  
- Staff training in new procedures and safety systems |