Trinity Sport FAQ's

Last updated – 14th April 2020

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

<table>
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<tr>
<th>Question</th>
<th>Trinity Sport’s facilities and activities at Trinity Sport Centre, Trinity Sports Grounds (Santry), Iveagh Grounds, T-Tech Boxing, Trinity Boathouse and Trinity Hall sports facilities will be closed until Tuesday, 5th May 2020. Trinity Sport clubs’ fixtures and the hosting of club training will also be cancelled.</th>
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| 1. How do I keep updated about the latest University information about the Coronavirus? | Please continue to refer to the latest official advice and guidance from the Health Service Executive and other statutory bodies. The HSE FAQs page has links to this guidance, and we urge all staff and students to follow this advice.  
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.  
All staff and students are asked to continue to follow and regularly review the latest guidance and advice from the HSE.  
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. |
| Question | Trinity Sport will endeavour to offer hiring facilities extensions (e.g: 5-a side soccer etc.) for that period of closure. Any queries and concerns regarding membership please contact sport@tcd.ie: |
| 2. As the facilities are closed, will members be refunded or extended for that time? | The facility closure commenced at 6pm on Thursday 12th March 2020. All external members (College staff, Graduates, Public & Corporate) who prepay their current membership, will have their membership extended accordingly. Current members with a monthly recurrent payment method will see these payments paused until facilities re-open. The necessary administration for this will be carried out as soon as possible.  
We will communicate the necessary adjustments to your account soon after the facilities re-open. |
| 3. As the facilities are closed, will hiring facilities be refunded or extended? | Trinity Sport will endeavour to offer membership extensions or facilitate training at another venue (Sandyford gym) for that period of closure. Any queries and concerns regarding CrossFit membership please contact infochapter2fitness@gmail.com: |
| 4. I have a CrossFit membership with Trinity Sport, will I get an extension or refund? | During Trinity Sport facilities closures Trinity Sport and Chapter 2 Fitness will endeavour to offer membership extensions or facilitate training at another venue (Sandyford gym) for that period of closure. Any queries and concerns regarding CrossFit membership please contact infochapter2fitness@gmail.com: |
5. I have booked my child into the Braveheart Easter camp, will I get a refund?

With the current closure extension period, the Braveheart Easter Camp will be cancelled. Any concerns or queries please contact children.sports@tcd.ie; If you have already booked onto Braveheart Easter camp, credit can be added onto your Trinity Sport membership account to be used for the Braveheart Summer camp or future camps / programmes at Trinity Sport or a refund in full if you would prefer. The necessary administration for this will be carried out as soon as we return to normal operations after the 5th May 2020.

6. I have booked into a Trinity Sport programmes (children’s courses, adult courses, birthday parties) over the closure period, what happens to my booking?

Any concerns or queries please contact children.sports@tcd.ie (for children’s courses) sport@tcd.ie (for adult courses); If you have already booked onto any Trinity Sport programmes (children’s courses, adult courses, birthday parties), credit can be added onto your Trinity Sport membership account to be used for future programmes at Trinity Sport or a refund in full if you would prefer. The necessary administration for this will be carried out as soon as we return to normal operations after the 5th May, 2020.

7. How will we communicate and update members on closures?

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.

8. What measures are Trinity Sport putting in place to combat the Coronavirus?

The safety of our Trinity Sport members and staff is our number one priority, we have introduced the following measures considering the ongoing COVID-19 situation. The Trinity Sport team are proactively taking steps to prevent exposure of the virus including:

- We are providing free to use hand sanitising points at the Trinity Sport reception
- We are providing sanitising cleaning products and paper towels to be used to clean our gym equipment
- We are providing our Trinity Sport team with hand sanitising liquids / wipes to use. Trinity Sport trainers will wash their hands for at least 20 seconds before and after every class.
- If any of our trainers and staff are feeling sick or ill, they are not permitted to come to work.
- There will be extra soap dispensers in place in our changing rooms and toilet facilities
- We have increased our daily cleaning routine to ensure all gym equipment, exercise machines and surfaces are cleaned and sanitised thoroughly across all our Trinity Sport facilities
- We would remind all users to carry their own sweat towel and water bottle

We can all play our part to help stop the spread of the virus:

- Wash your hands often with soap and water before classes and when using Trinity Sport facilities
- Please wipe down any equipment you use in the gym thoroughly with the sanitising products provided by Trinity Sport.
- If you are coughing or sneezing, cover your mouth and nose with a tissue. Throw the used tissue away into a closed bin and wash your hands. If you don’t have a tissue, cough or sneeze into your flexed (bent) elbow.
- Very important: If you do become unwell with flu or flu-like symptoms, you should stay at home

We invite you to avail of these amenities and help us reduce the risk of spreading infection. Thank you for your cooperation.
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<td>9. With the on-going coronavirus outbreak, what are the implications for Trinity Sport clubs’ fixtures and training sessions?</td>
<td>Trinity Sport’s facilities at Trinity Sport Centre, Trinity Sports Grounds (Santry), Iveagh Grounds, T-Tech Boxing, Trinity Boathouse and Trinity Hall sports facilities are closed from 6pm Thursday (12th March) until Tuesday, 5th May, 2020. Trinity Sport clubs’ fixtures and the hosting of club training will also be cancelled.</td>
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<td>10. Will clubs still be able to contact the office during the closure period?</td>
<td>Trinity Sport will endeavour to operate as best possible; this will be communicated to all sports clubs. We will aim to keep the club needs including budget payments operational during the closure period from 12th March – 5th May.</td>
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<td>11. If a student has a training camp or competition outside of Ireland are, they allowed to attend?</td>
<td>Refer to FAQs page under Travel Advice and Guidance on the Coronavirus from the Department of Foreign Affairs and Trade.</td>
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<td>12. Our sports club has fixtures or events planned during the closure period, are these now cancelled?</td>
<td>Trinity Sport clubs’ fixtures and the hosting of club training will also be cancelled during this period until Tuesday, 5th May.</td>
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