

FAQ

What times are we open?

To begin with, Gang Warily will be open from 7am – 1pm every day of the week, and then again from 4pm – 10pm just Monday to Fridays. However, to begin with all our activities have been organized into strict times so please do not turn up without a booking or appointment

What activities are currently available?

Currently we have the gym, singles badminton and fishing available however we are looking to bring back other activities as soon as they are allowed, and it is safe to do so.

How do I book?

Currently you can either book online or by calling the centre during our opening times. Where possible please try and pay at the time of booking to avoid queues at reception when you arrive. (Payment must be made at time of booking when booking online).

How do I pay?

When booking online you will be able to pay through Stripe who is the payment provider for our booking systems. You will also be able to pay over the phone or via card when you come for your booking. **WE WILL NOT BE ACCEPTING CASH AT THIS TIME.**

When should I arrive?

You should arrive approximately 5 – 10 minutes before your booking starts. Usually reception will start letting people through 5 minutes before the start of the booking to ensure everyone gets their full allocated time. Please wait outside and comply with social distancing until given the go ahead to enter the centre. If you have an enquiry or need to pay for your booking, then please also let the other customers go through first.

What should I bring?

You should only bring essential items with you and you should arrive ready for the activity you are doing as changing rooms and showers will not be available. You may bring a small bag to keep items such as keys, wallets and purses in but large bags will not be permitted. Towels will also not be permitted in the gym.

Will there be toilets available?

Toilets will be limited but they will be available for customers who have booked a session, the toilet you should use will be clearly signposted and these are cleaned by us after every session. Where possible try and go to the toilet before coming to the centre as we would like to keep their use to a minimum.

Will there be changing rooms available?

Unfortunately, we will not be able to provide changing rooms or showers at this time, this also means lockers will not be available

What will be the process when I arrive?

5 minutes before your session starts you will be able come into reception (maintaining social distancing) the receptionist or manager will take your name to check you are booked in and will take payment if needed. You will then need to have your temperature checked by the manager using our infrared forehead thermometer, provided your temperature is in a safe range you will then be directed to make your way to the activity area following our one way system

Do I need to wear a face mask or covering?

Face masks/covering will not be mandatory for either our customers or staff, however we do encourage customers to wear them where possible if they are happy to do so. We are confident the measures we have put in place will provide adequate protection without the need for everyone to always wear face coverings.

Will hand sanitizer be available?

Yes, we have automatic hand sanitizer dispenser throughout the building, reception will ask that you sanitize your hands when arriving after which it is down to you to ensure you make regular use of the sanitizer available.