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Framework FAQ



General Questions in relation to the Guidelines and ukactive Framework

Question	Response
Where can I access the Framework for Wales?	The Welsh Government published guidance here: Guidance for people working in sport, recreation and leisure industries .
Where can I access the Framework for Scotland?	The Scottish Government have released a document detailing: Guidance for the opening of indoor and outdoor sport and leisure facilities with physical distancing and hygiene measures .
Can we open 24 hours?	Yes, there is no limit on opening hours. However, operators must be able to demonstrate that social distancing and cleanliness standards are adhered to throughout all hours of operation as set out in the Government Guidance .
Do facilities need to be manned?	No, there is no requirement to have staff/personnel on site at all times. However, operators must be able to demonstrate that social distancing and cleanliness standards are adhered to throughout all hours of operation. Given the current increased risk due to the COVID-19 pandemic, ukactive strongly advise that there is a designated responsible person to ensure that social distancing and cleaning requirements are being met as a minimum.
My gym is open 24 hours, is it sufficient to remote monitor via CCTV overnight if no staff are present on site?	CCTV is sufficient as long as there are processes in place to escalate if social distancing or cleaning standards are not being adhered to. It is imperative that your facility displays clearly what is expected of your members whilst accessing the facility overnight with no staff present. Your operating plan must reflect this and you must have processes in place to respond if processes are not in place.
If a gym, has a booking system in place, which could keep the club under max numbers, can they open and be 24/7 open?	Yes, providing social distancing and cleanliness standards can be met as stated above in 1.2.
With the square footage guidelines: does this also go hand in hand with social distancing requirements?	The squarefoot guidance relates directly to ventilation. This will provide you with your maximum capacity at any one time. Social distancing will then still need to apply once inside.
Are one-way systems optional?	A one-way system would be advised if social distancing would prove difficult to manage. However, it is not mandatory.
Do you have to have separate entrance and exit routes?	This would be advised but it is not mandatory or always possible, dependent on facility types.
When is 1 meter plus applicable?	If a 2 metre social distance cannot be achieved then 1 metre plus distance applies. In this circumstance you would need to ensure that there is an additional physical barrier in place (i.e. a screen, visor or mask). Please note that the WHO (World Health Organisation) advise that wearing a mask during exercise is not recommended. Click here .

Question	Response
Can over 70s attend the gym / classes?	Yes, unless advised not to do so by their medical professional. Operators should consider special provision for vulnerable groups.
Can over 70s attend the gym / classes? Prior to covid, we ran an exercise referral scheme – can this be restarted?	Exercise referral is fine to go ahead, so long as the sessions are in line with the Government Guidelines (social distanced etc). The only time individuals would not be able to attend is if they have been recommended not to do so by their medical professional or are sheilding.
If a member usually attends my facility with a carer, can they still do this?	Yes, individuals who usually attend with their carer, should be allowed to do so providing the carer is within their household or support bubble. Again, the only exception to this would be if the customer has been recoemmded not to attend by their medical professional.
Do trainers have to wear PPE?	There is no mandatory requirement for trainers to wear PPE, however if they wish to then this should be supported. The exception would be if a trainer is carrying out clearning / first aid duties, in which case they must follow the guidelines set out in the ukactive framework.
Should we and can we temperature check each visitor, and include this on our Track and Trace?	Temperature checks can be completed, however this is not mandatory and would not pick up someone who was asymptomatic.
What body temperature parameters should then be applied? And who is qualified to interpret them?	NHS recommend that a high temperature is anything above 38 degrees.
At some of our smaller sites we are looking to split gym equipment across different rooms. We can have 2 metres in between kit in the rooms, but the corridors are an issue. Is it OK for people to pass in narrow corridors without a mask? Or do we need a "give way" type system?	In this example, a give way system would be beneficial but Government understand there will be some areas where common sense needs to apply for example, shopping and supermarkets. Although facemasks aren't advised for exercise, in this case you may want to encourage users to wear them in areas of the facility where 2 metres isn't achieveable.
Are clubs with higher footfall considering maximum visit times for members?	There are no requirements set out in the Government guidance or ukactive framework for maximum visit times. Operators will understand the needs, and usage patterns of their members to determine if this would be suitable to implement based on capacity and throughput.
Do gyms need to obtain peoples acceptance to hold this data and pass onto track and trace should it be required?	Operators should be recording information of all attendees to the facility, there is a government requirement to provide these for the purposes of Test & Trace, these details should be kept for a minimum of 21 days, and then destroyed in line with GDPR.
What is the stance on customers wearing face coverings? It is encouraged whilst walking around, or the whole time in facility, or not at all? Staff will be wearing face coverings at all times. If you place safety Perspex screens in between kit, can you reduce the social distancing to under 2 metres?	WHO (World Health Organisation) guidance states that face coverings should not be worn during physical activity. ukactive will recommend operators comply with government guidelines should this be updated regarding other 'non exercise' spaces within facilities.
Is it 2 metres from the centre of the body or the tip of the finger in movement classes if people are stretching out?	Social Distancing in gyms / studios is measured from the centre of the body.

Cleaning

Question	Response
Are there specific cleaning products or minimum specifications for the cleaning products that are used to ensure we are as safe as possible?	Cleaning should be undertaken to the standards set out the document ' Cleaning in a non healthcare setting ' as referenced in the ukactive Framework. ukactive partner QuikSwitch have a number of products available to purchase through their framework. The brochure can be found here .
My facility is trying to reduce waste. We are looking to use microfibre cloths (one per person) instead of blue roll – is this ok?	This would be acceptable, however the microfibre cloth must only be used by 1 person, per visit and only on equioment. Cloths that have then been used, must be washed in accordance with the standards set out in the Cleaning in a non healthcare setting guidance above.
Are towels allowed in the gym?	Sweat towels are not permitted on the gym floor or in studios. Towels can be used in the changing rooms, if they are open
How are members supposed to catch sweaty drips?	Cleaning products should be made available and equipment should be wiped down before and after each use. Cleaning products should be disposed of after wiping each machine.
What is the guidance about equipment that can't be cleaned easily? (E.g. battle ropes)	For advice on how to clean equipment thoroughly and appropriately, please seek advice and guidance from your equipment supplier / manufacturer.
When asking members to clean, using disposable blue roll is fine but are we asking them to share disinfection spray bottles?	ukactive are also encouraging members to regularly was their hands and use hand sanitiser provided. Shared sanitiser bottles would be considered 'high touch' points and would also require cleaning.
Are instructors able to share head mics in Studios?	Ideally each instructor would have their own head mic, although this isn't always possible. As a minimum the head mic should be thoroughly cleaned and disinfected between use.
Are there guidelines regarding gaps between classes? E.g.30 mins between each class to allow for cleaning?	The guidelines for England are a minimum of 10 minutes for cleaning between classes. In Ireland the minimum is 30 minutes. ukactive will provide updates on Wales and Scotland when available.

Changing rooms/showers/toilet areas

Question	Response
For a gym only facility, what are the restrictions on showering? The guidelines are not very clear and only talks about what is 'ideal'.	It is not mandatory to open your showers. If you do, you need to ensure that social distancing can be adhered to and that each shower is cleaned down thoroughly after each use.
Are shower areas, toilets and lockers ok to be used? Are there any restrictions?	These areas are ok to use so long as social distancing is maintained and that these areas and high touch points are cleaned down effectively after each use.

Gym Floor

Question	Response
Can you explain how max capacity figure was worked out?	Take the total sqft of the whole indoor useable space (including workout areas, changing rooms, staff areas and circulation space), use this figure and divide it by 100sqft per person. This will give you the maximum number of people allowed in the facility at any one time including staff, members, volunteers and contractors. Please note that maximum capacity is not the recommended capacity. You will then need to take this number and work out, using the social distancing guidance, how many people can be in each area, whilst never going over the maximum capacity.
Does the maximum occupancy calculation figure include or exclude staff members?	As above, this figure includes all people in the facility – staff, members, volunteers and contractors.
Given the capacity is including all areas (i.e. changing / reception / toilets etc.) does that mean I can have more people in the gym than 1 per 100 sqft providing social distancing is adhered to?	Yes, but as stated, social distancing must still be adhered to.
Is the actual gym capacity is 3sqm per person?	Maximum capacity is based on 100sqft per person (9.2093 square meters).
Can you clarify the distance between each piece of gym equipment please? There seems to be some confusion between 1 meter / 2 meter	Social distancing applies to people. Where 2 metres between users cannot be achieved then 1 metre plus should be adhered to with the addition of a physical barrier.
Does gym equipment need to be 2 meter apart from each other?	Users need to exercise having 2 metres distance between them and any other user. Where 2 metres spacing cannot be achieved then 1 metre plus applies. This will require a physical barrier between equipment. The option is to put every other piece of kit out of order.
Is the distance from the edge of the equipment, or where the user sits?	Measured from the centre point where the user sits/stands.
What’s the approach for people wanting to train together? For example, spotting etc?	This wouldn't be permitted unless they were in the same household/bubble. Social distancing would remain otherwise.
What is the rationale for no sweat towels?	The rationale is that there is a risk of cross contamination, and increase the risk of transmission. Someone could use a sweat towel to wipe their face/mouth and then wipe equipment, potentially increasing the risk of transferring the virus.
You have said that only members of the same family can spot for each other? How does this translate into personal training and/or staff helping members?	This wouldn't be permitted as social distancing needs to remain in place.

With regards to gym inductions and PT sessions in an indoor space. If 2 metre social distancing is difficult and it's 1 metre plus, will it be mandatory for the PT to wear a face mask? Or not be able to go ahead?	2 metre social distancing should be in place where possible. Where this isn't possible the advice is that 1 metre plus and a physical barrier are in place (i.e. screen, visor or face covering). The WHO do not recommend use of face covering whilst undertaking physical activity. If the PT isn't exercising with their client, then a mask would be sufficient and 1 metre plus distance adhered to.
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Studios

Question	Response
Are there any restrictions on class types (i.e. HIIT / Holistic?)	No, there are no restrictions on class type so long as social distancing is maintained and equipment is cleaned appropriately before and after use.
What are the social distancing requirements in movement classes?	Social distancing needs to remain throughout the duration of the class. The recommendation is that where movement is required, this is choreographed and synced where possible. If possible, operators are advised to increase the distance per person where there is a risk that social distancing could potentially be more difficult to achieve. (i.e. non choreographed, movement based classes)
Should we open studio doors open during classes?	You need to maintain the ventilation as described in the Government Guidelines. This will vary depending on what your air circulation and ventilation set up is. If you can increase ventilation by opening doors (non fire doors) this would be advised, but only if it is to fresh air - you cant circulate air from one room to another.
As a yoga studio so do we have to ensure 2 meters between each mat?	Yes, you should maintain 2 metre social distancing from the centre of one mat to the next. Where this isn't possible 1 metre plus with a physical barrier. Please note that social distancing needs to apply to all elements of the class including: entrance , activity, exit. So operators need to ensure that social distancing can be achieved throughout
Can we do contact classes like boxing pad work?	No, not at this time. Unless you are able to maintain social distancing.
As a group exercise teacher, can I teach facing my class?	Yes, so long as you maintain social distancing
Can we play music in classes?	Yes, there are no restrictions on playing music in a class. However, as raised voices are advised against, ensure that adequate provision is made to avoid instructors shouting for example, using head mics

Can I shout in classes, or do we need a head mic?	A head mic is recommended to reduce the need to shout. A head mic that is shared between instructors should be cleaned appropriately between each use.
Our class instructors used to travel around multiple sites delivering classes. My understanding is that this will no longer allowed. Can you confirm that this is the case please?	ukactive are seeking further clarification on this from Government. Where possible, sites should try to reduce the risk associated with cross site working. However, at present there are no specific guidelines around the limitations on this. Operators and Instructors are advised to mutually agree what is accepted to keep both staff and participants safe.
For instructors that teach at multiple places, Government guidelines is to make provision for them to be privately tested. Any indication as to what this means?	There is no mandatory obligation to do this and no set guidelines on what would be required. ukactive are seeking clarification on this.
With 2 metre social distancing in a studio, the assumed 50% reduction in occupancy will not be in place in that room, although the whole building will be under the limit. Do we need to limit studios to 50% normal occupancy?	Not necessarily, in this example the mandatory requirement is to make sure that social distancing is adhered to and that you don't go over your maximum total capacity.
Is there a cap on indoor class sizes? Also, do we need to adhere to a specific amount of space per member or is it the case that as long as we can keep 1 metre plus and stringent measures we are ok to operate?	There is no cap. The 100sqft per person will give you your maximum capacity, after then social distancing applies throughout your premises.
Can you share equipment during a class if you clean mid-session, for example if one person uses a kettlebell another can use it in the same session if cleaned before passing?	In theory, this would be ok although you need to consider how practical this would be. Cleaning equipment may take some time and could disrupt the running of your class.
Can they bring own mats and equipment?	People are able to bring their own personal mats and equipment however these would need to be cleaned at the facility, prior to use
Can customers bring personal towels into gyms/classes?	No. Personal sweat towels are not permitted on the gym floor or in studios. They can be used in the changing rooms for showering (pending the facilities being available).
For those using 'gym gloves' to train, can these be used?	Yes. These would be ok so long as the gloves were, not shared, cleaned in line with guidelines and the member continued to wash hands and use sanitiser throughout their visit.
Can a member keep their towel on their person especially sweating on cardio equipment as long as they don't use it on piece of equipment itself?	No, sweat towels are not permitted on the gym floor or in the studios. Operators will be required to provide necessary products to clean and sanitise the equipment.
Is it 30 minutes or 15 minutes in between each class?	The gap between classes in England is a minimum of 10 minutes to allow for cleaning. In Northern Ireland this is 30 minutes. ukactive will provide information on Scotland and Wales once this is released.

Courts & Sports Halls

Question	Response
Can we deliver sessions in community halls?	Yes, but there will be a need to also follow additional guidance for shared space community facilities
If you are hiring a community venue with no air con and the only ventilation are windows and doors, how do you work out whether you met ventilation requirements?	You would need to speak to the local authority to understand the building regulations. ukactive also suggest investing in a Co2 monitor as per government recommendations
I am running Pilates Mat classes in the community. I hire various church halls etc. Do these guidelines include our type of business?	Yes, but there will be a need to also follow additional guidance for shared space community facilities

Swimming Pools & Wet Side Facilities

Question	Response
Swim England have published, in the recent guidance, a water area of 6m2 per bather for lane swimming. This broadly mirrors the approach in some other EU countries. Any idea why we have ended up with the normal 3m2 per bather published in the government guidance?	3m2 is the starting point. You will need to risk asses your pool based on the activities taking place in them and limit numbers accordingly.
Looking at lane swimming and how swimmers breathe, 6m2-ish makes good sense and this large variation can only cause confusion.	As above, 3m2 is the starting point.
Is the required space in the pool limited to 3sqm or 6sqm per swimmer?	As above, 3m2 is the starting point
We teach children from 4yrs old, we were going to allow the 5 parents (as only 5 children will be in the group) to sit on poolside on benches which will be sited 2m apart. Is this OK?	Yes this would be fine. You can follow the Department of Education guidelines for children and have bubbles of up to 15 children
Can we assume that we don't have to achieve a 2 metre (or 1 metre plus) social distance when children are actually in the water swimming?	You would need to maintain social distancing whilst in the water at all times, unless the swimmers are from a single household/bubble.
When they are waiting in the water holding onto the pool edge taking instruction from the teacher, can the children be 1 metre apart or does it have to be 2 metre?	Same as above, you would need to maintain social distancing whilst in the water at all times, unless the swimmers are from a single household/bubble.
How do you work out bather load?	3m2 is the starting point. You will need to risk asses your pool based on the activities taking place in them and limit numbers accordingly.

Can you use a steam room and sauna?	Saunas and steam rooms are mandated to stay out of use for the time being as the risk of transmission is still unclear.
Can I open my hydro pool/jacuzzi?	Yes, this would be fine so long as social distancing can remain.
What measures and guidelines have been implemented in terms of swimming accessibility?	Operators have to maintain a commitment to the Equality Act 2010 and have legal obligations to ensure that the decisions made in response to COVID-19 do not discriminate against customers or staff with protected characteristics.

Cafes/Restaurant Facilities

Question	Response
Cafe/eating areas – can these be open ? If so what distance apart do people need to be seated, do screens need to be provided for sitting face to face	Café/eating areas are ok to open so long as Government Guidance for food businesses on COVID-19 can be followed.
We have a substantial bar /coffee shop. Would we be including its customers in the 100 sq ft/person area?	Yes, the numbers attending the café (including café staff) would contribute to your maximum numbers.

Outdoor Fitness

Question	Response
What is the current number of people in an outdoor group / PT session?	The Government has recently changed this to 30 people. Please see this link to CIMSPA for more guidance
Are we allowed to increase our capacity of classes outdoors up to 30 people now if we are COVID safe?	As above, the Government has recently changed this to 30 people in line with outdoor physical activity events. Please see this link to CIMSPA for more guidance
Has outside class size changed from 6 people total? The 'more than 30 people gathering' information on the government website is confusing?	As above, the Government has recently changed this to 30 people. Please see this link to CIMSPA for more guidance
What's the difference in guidelines for 5-a-side indoors vs outdoors.	Outdoors allowed is currently permitted however, indoors is not.

First Aid/Lifeguards

Question	Response
Is there any guidance and changes to First Aid practices when an instructor has to attend to an injured participant?	Operators will follow the HSE guidance on 'first aid requirements in non-healthcare settings'
Is there a requirement for lifeguards to complete monthly practical staff training	Please seek more information on this directly from the RLSS

Ventilation

Question	Response
How do we know whether our facility meets ventilation guidance?	Please refer to the CIBSE guidance for more information on how to understand your ventilation system. You may also want to speak to your facility maintenance contractor if you are unsure.
Regarding the ventilation and the CO2 monitor. Is there a maximum CO2 figure if we get a monitor?	ukactive are seeking confirmation from the Government on this and will update the Framework as soon as this is confirmed.
Are there any penalties for incorrect or inadequate ventilation?	The overall aims and objectives of the Government guidance and supporting ukactive Framework, is to protect the health and the public using leisure facilities. It is the responsibility of the operator to ensure that their facility complies with the minimum requirements for both staff and customers.
What is the "peak" Co2 level that should be used as a benchmark for increasing the ventilation?	As above, ukactive are seeking confirmation from the Government on this and will update the Framework as soon as this is confirmed.
If you have no option of opening a window or getting extra fresh air into the gym areas, what's your advice for ventilation?	In this example, you will need to demonstrate that the Co2 levels are not in excess of what the Government requires. You should consider opening doors where possible (being mindful not to open fire doors). However if this can't be achieved, your facility will need to remain closed.
If we install Co2 monitors, what's the figure we should be watching out for in order to tell us that we need greater ventilation?	As above, ukactive are seeking confirmation from the Government on this and will update the Framework as soon as this is confirmed.
Can we run our AirCon?	Yes. Please refer to the CIBSE guidance above for more information on how to understand your ventilation system. You may also want to speak to your facility maintenance contractor if you are unsure.

Does air flow need to be measured in case we get an EHO visit? What are they expecting to see as confirmation that the air flow is correct? Especially relevant if there is a confirmed case	Steps to be taken, should there be a confirmed case, are set out in the PHE confirmed case guidance. An operator will be expected to demonstrate that the airflow meets the minimum requirements set out in the Government Guidelines. In the absence of being able to demonstrate your flowrate of ventilation you should consider a Co2 monitor which would then indicate when you needed to either open a window/door or switch on mechanical ventilation.
What if there is only a window and no air con? How will I know the air flow?	You should consider investment into a Co2 monitor as indicated above

Miscellaneous

Question	Response
Regarding visiting instructors, what is the rules on how many gyms freelancers can teach at?	ukactive are seeking clarity on this from the Government and will share update when we have one.
Whilst we have a generic opening date now, what are the opinions on "specialist population" service provision such as maternity wellbeing classes? Sessions targeted at people recovering from long term health conditions? Etc.	There are no groups currently not allowed to return, unless specified by their medical professional. For some of the groups you have mentioned, you may wish to consider special provision for vulnerable groups using your facilities
When can sauna and steam rooms reopen?	The review date for re-opening Saunas and steam rooms is the 14th August in England
What about saunas and steam rooms, will they reopen?	In accordance with the Government Guidelines, saunas and steam rooms must remain out of action.
Can members bring their own drinks bottles?	Yes, members are encouraged to bring their own drinks bottles. These should not be shared.
What are your views on water machines in use in clubs? There seems to be conflicting messages regarding these machines. In some cases the machines are NOT drinking fountains but rather dispensing?	Water fountains are ok to be in use. However operators need to ensure that any water fountains have signage which prohibits face-to-tap drinking (drinking with no receptacle). Additionally, these facilities are used only to refill personal bottles or containers. Water fountains will be considered high touch points in terms of cleaning
With the news that face coverings must be worn in community halls from 8th August – do we need to get our members to wear masks for our exercise classes in community halls or not?	Whilst the new Government Guidance states that face coverings should be worn in community halls, ukactive recommends that in line with the WHO (World Health Organisation) guidance, face coverings are not worn for exercise). The guidance set out in the Government document "Providers of grassroots sport in gyms/leisure facilities" must be adhered to, including maintaining social distancing. ukactive recommends proactively engaging with the community facility to ensure that risk assessments for the activity are updated to reflect the additional measures in place to prevent the need for face coverings.
Are vending machines ok to keep in use?	Yes, these should be cleaned regularly.

Suspected Case

Question	Response
What to do if you have a confirmed or suspected case of COVID-19 in your facility?	Facility Alerted by authority: Site gets alerted by the authorities that a user who had visited has tested positive. – This will be NHS Test & Trace Contact Tracers. If it looks like there has been an outbreak (more than 2 people) this could be by a Local Public Health Director. Site gives the authorities the names and contact details of all customers and staff who were in the club at the time (and until the next full lean – or more if authority informs them) – this will be done via password protected excel – Further details of the Information Commissioner's Office (ICO) guidance is in the below link. You will be collecting data for the purpose of Test & Trace, so as long as it used for that and ONLY that then you are compliant. Contact details should be deleted after 21 days. Areas of the club where the individual was (if known, if not whole facility) are closed and deep cleaned (if not done so already since individual left) according to Government guidance on cleaning in non-healthcare settings – once complete – facility re-opens. Staff and customers informed via Test and Trace, and told that if they have any symptoms to stay at home/follow Government guidance. Alerted by customer / staff: Wait for confirmation from authority. Follow above steps. For full details in England – please follow this link which has a toolkit with all the guidance, FAQs and messaging Full details of NHS Test and Trace