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Framework FAQ



Please note that these FAQ's are based on current Government Guidelines. Where there are further local restrictions in place, operators will need to follow local guidance.

General

Question	Answer
Where can I access the Government Guidance for Wales?	The Welsh Government published guidance here: Guidance for people working in sport, recreation and leisure industries.
Where can I access the Government Guidance 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.
Does my gym / leisure centre need to close between 10pm and 5am?	Gyms and Leisure Centres can still operate 24hours per day providing there is no café/restaurant within the facility. If you have a café/restaurant, this does mean that the whole facility would need to be closed at 10pm until 5am (i.e. not just the café).
Is it a legal requirement that I display the new NHS Test and Trace QR code in my facility?	As of Thursday 24th September, in England it is a legal requirement to display the new QR code within your facility. Your members should be encouraged to scan on entry, although this is not mandatory. Operators should ensure they continue to also use their own booking/CRM systems.
Are masks mandatory to wear in communal areas of gyms and leisure centres?	ukactive are currently seeking explicit clarification on this area. As it stands, masks are not mandatory in communal areas of gyms and leisure centres. Unless you are in a café/restaurant/area serving food and/or drink. For more information, please refer to the questions below specifically about cafes.
With the recent announcement of the rule of 6 - how does this need to be applied in our sector?	With general gym, fitness and group exercise activities - the rule of 6 does not apply. Operators are advised to follow the previous guidance for Indoor Leisure, which is linked to the ukactive Framework for Reopening. Within our facilities the rule of 6 would apply for indoor, adult (over 18's) team sports activities i.e. Football, Netball etc. For more information on which sports are affected, please refer to the FAQs from Sport England on the return of sport and activity.

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.
With the square footage guidelines: does this also go hand in hand with social distancing requirements?	The square foot 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.
When is 1 meter plus applicable, in England?	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.
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. 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 shielding.
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 cleaning / first aid duties, in which case they must follow the guidelines set out in the ukactive framework.
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 recommended not to attend by their medical professional.
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

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	
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 in document Cleaning in a non-healthcare setting as reference in the ukactive Framework. ukactive partner QuikSwitch have a number of products available to purchase through their framework, including antimicrobial shields.
My facility is trying to reduce waste. We are looking to use microfibre cloths (one per person) instead of blue roll - would this be ok?	This would be acceptable, however the microfibre cloth must only be used by 1 person, per visit and only on equipment. 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?	Towels are permitted in the gym for personal use only. This includes sweat towels however these should only be used to wipe down your person and not the equipment you are using (to avoid any cross contamination). The facility will supply alternative materials for you to wipe down the machines after use.
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/manufacture.
Are there any guidelines regarding gaps between classes? E.g. 30 mins between each class to allow for cleaning?	The guidelines for England, Wales and Scotland are minimum 10 minutes for cleaning between classes. In Northern Ireland the minimum is 30 minutes.
Changing rooms/showers/toilet areas	
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	
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.
Does gym equipment need to be 2m 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.
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.

Studios

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 can't circulate air from one room to another.
For instructors that teach at multiple places, Government guidelines is to make provision for	There is no mandatory obligation to do this and no set guidelines on what would be required. ukactive are seeking clarification on this.

them to be privately tested. Any indication as to what this means?	
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

Courts and Sports Halls

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

Swimming Pools and Wet side facilities

Looking at lane swimming and how swimmers breathe, 6m2-ish makes good sense and this large variation can only cause confusion.	3m2 is the starting point. You will need to risk assess your pool based on the activities taking place in them and limit numbers accordingly.
Is the required space in the pool limited to 3sqm or 6sqm per swimmer?	As above, 3m2 is the starting point
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.
Can you use a steam room and sauna?	Saunas and steam rooms are now permitted to open in NI and England. In England the guidance is: • Maximum capacity should be restricted to 50%. For example, a sauna designed for 4 people should only be used by 2 people at the same time. • Facilities should operate with 2m social distancing, including marked seating points in each room. • Guests should be given fixed times and staggered slots to enter the sauna or steam room. For example, a sauna with a normal capacity for 4 individuals offers an appointment time of 12.00 - 12.15. Up to 2 individuals may book this slot. They must arrive at 12.00. They may leave and re-

	enter at any time but the sauna must be vacated by everyone at 12.15. • Where technically possible, increase air flow and air changes to the maximum possible. • Ensure that saunas, steam rooms and any equipment are cleaned regularly, at the beginning and end of the day and at regular intervals in-between, determined by the risk assessment
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.

Café/Restaurant facilities

Do all café staff need to wear a face covering?	All cafe staff and customers in the café/restaurant area will need to wear a face covering. The only time that these are permitted to be removed is to eat or drink.
Does my café now need to be table service only?	Not all café / restaurants will need to be table service only, this only applies to licensed premises that serve alcohol
Are members still allowed to use vending machines?	Vending machines are fine to be used, so long as they are cleaned appropriately following the guidelines
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

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

First Aid / Lifeguards

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

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 still 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 still 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

What are the recommendations on "specialist population" services provision such as maternity wellbeing classes? Sessions targeted at people recovering from long term health conditions etc	There are no groups currently unable 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?	ukactive are working closely with UK Spa Association and will update the Framework to reflect any changes as they become live across the 4 nations
What are your views on water machines in use in clubs? There seems to be conflicting messages regarding these machines. In some cases, the	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

machines are NOT drinking fountains but rather dispensing?	facilities are used only to refill personal bottles or containers. Water fountains will be considered high touch points in terms of cleaning
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If you have any specific questions that you would like to speak to us about, please email us at **membership@ukactive.org.uk** or call us on **020 8158 9700**

