

BOXMATE

BOX OWNER'S CHECKLIST FOR RE-OPENING

WITH FACILITIES SET TO RE-OPEN IN THE NEAR FUTURE WE'VE PUT TOGETHER A QUICK CHECKLIST FOR GETTING PREPARED.





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We came for
The Fitness
We stayed for
The Community

As we make small steps back towards normality and the eventual full re-opening of our boxes we can all breathe a collective sigh of relief. At some points during lockdown it seemed that the light at the end of the tunnel was too far away to see, but now finally, with small outdoor and PT sessions being allowed, we can take steps to opening back up our indoor spaces - slowly. There is a lot to do and consider before the doors can open and none of us know for certain when that will be, so getting ready now is key. This is your checklist for getting ready to re-open your facility.

RE-OPENING CHECKLISTS

NOW

- Measure out indoor space for 2m distancing with clearly visible floor markings.
- Finalise your new comprehensive timetable (including virtual).
- Member survey to see who is planning on returning right away/ who will be sticking to virtual sessions for now to help you plan for class sizes.
- Consider creating new membership options (e.g reduced memberships for 'Zoom Only' for vulnerable members).
- Deep clean of facility
- Create a safety waiver for staff & members to sign
- Revise your staff handbook so everyone is clear on new rules for distancing and cleaning

Once Official Date is Announced

- Create a News Post/ email for Members detailing changes they can expect including new timetable
- Collect all equipment back that has been lent out to members
- Staff meeting to go over all new expectations/ going through new handbook and code of conduct

The Day Before

- Final clean and equipment check
- Remind members to sign waivers (either printed out and brought with them or in TeamUp and signed inside their BoxMate app).
- Post on social media/ send a reminder nudge to members with new timetable
- Review meeting with all staff on how day 1 has gone/ what can be improved

READ ON FOR MORE DETAILED TIPS FOR RE-OPENING

GETTING PREPARED

FLOOR SPACE

By measuring out your indoor space now you can calculate realistically how many people will be allowed in at any one time. Putting visible 2m markers on the floor will help members and yourself keep to boundaries clearly.

It's worth working out your floor space for a 1m distance too for when guidelines are relaxed and you can steadily increase your class sizes.

GENERAL

Consider turning off any vending machines/ water fountains and asking all members to only bring their own filled bottled for now to reduce risks of contamination. You may also consider putting non-essential facilities out of use for the time-being e.g locker rooms and shower facilities to reduce risks.

MEMBER SURVEY

To get an early idea of the numbers you can expect back in the gym right away put out a Member Survey. Use the BoxMate Questions feature to put out a short survey with questions like:

- Who is planning on coming back to the box for sessions when we open?
- Who is planning on keeping training from home for now?
- Who is back at work/ has restricted training hours?
- Who has flexible hours for training?
- Who is in a vulnerable category?

This will give you a rough idea of numbers to help you with your Timetable planning.



**QUALITY IS THE
BEST BUSINESS
PLAN.**

TIMETABLE

Once you have the results in from your survey, finalise your new timetable.

Start with how many members you are expecting to be coming back for physical sessions and how many you can fit inside the box each session following distancing measures.

Next, work out how many training slots you will need to put on on each day to ensure your members can each attend at least 1-2 sessions each.

Questions to consider include:

-Will you shorten sessions to 30/45 minutes to allow time for thorough cleaning?

-How many zoom classes will keep running each day for those members who don't feel ready to come back yet and how will you manage that between your staff?

-Will you stagger entrance and exit times to make sure there isn't a rush at the door?

-Could you consider putting on specific sessions at a set time slot just for vulnerable members where you have more space between training spaces for extra safety?

You might decide to develop new membership tiers to reflect virtual and physical memberships. Some members may need to stay on a 'Zoom Only' package for the foreseeable if they are in an 'At Risk' group.

SIGNING WAIVERS

Conduct a risk assessment of your facility and ensure you are sticking to government guidelines.

Write out expectations/ a code of conduct that everyone will adhere to when in your facility - e.g staying 2m away from others at all times, washing hands thoroughly before and after arriving, cleaning down all equipment with sanitiser after use, keeping personal belongings in a secure gym bag and washing items before returning to next session.

This way you can be sure everyone has read and has understood what you expect from them.

Ask members and staff to sign this waiver to ensure everyone is clear on the new rules for the gym. If you have TeamUp + BoxMate all members can sign any waivers inside the app for ease.



COMMUNICATION

It goes without saying that communication between your staff and members is going to be key over the coming weeks.

Keep your members in the loop with how you are progressing with re-opening, provide timetables once they're ready, keep sending out updates and make sure everyone knows what is happening and when. Using the BoxMate nudges and Box News features ensures your members don't miss important updates and messages.

Post out on social, update your website and make sure all lines of communication reflect the most recent news from the box. It's also a great idea to do a video...

..with an owner/ coach inside the gym showing members what has been put in place so they know what to expect on their first session back. Hold regular staff meetings so all coaches know what is happening and when too.

This way, if a member is asking any questions all your staff are singing from the same hymn sheet and no-one is getting mixed messages.

You can ensure your members have confidence in the process and when they can expect to be back training.

Keep reviewing how things are going. Remember, this is new to everyone so asking questions (to members and staff) about how things could be better can help you all get through the learning curve together.

COLLECT EQUIPMENT

Collect equipment back in from those members who will be returning to the gym and consider allowing more vulnerable members to keep hold of equipment at home for longer if they are physically unable to return due to a medical condition.

WELCOME PACK

Consider putting together a welcome pack for members with essentials such as sanitising products and maybe a small gift such as an energy drink/ nutrition bar.



CODE OF CONDUCT EXAMPLE

MEMBERS

1. Before entering the facility ensure you have washed and sanitised your hands.
2. Maintain a 2m distance from all other members and staff while waiting for class to begin.
3. Bring your own water bottle with you and take this home at the end of the session.
4. No other food or drink can be brought in with you/ purchased from the box.
5. Clean equipment thoroughly with the products provided after use.
6. Keep within the boundary lines clearly marked on the floor during the session.
7. Shower facilities are closed at this time/ please only use toilet facilities if you need to.
8. Take all personal items home with you in a secure gym bag - lockers will not be in use yet.
9. Keep to your staggered entry/ exit times and ensure to keep 2m from others when entering and leaving the box.
10. Do not come to the gym if you have any symptoms or have been in contact with anyone with confirmed COVID-19. You must follow all government advice about isolating and inform us if you think you may have symptoms.

STAFF

1. Before entering the facility all staff must ensure they have washed and sanitised their hands.
2. Maintain a 2m distance from all other members and staff throughout the session - do not attempt to approach a member to help them with form/ spotting. No client contact of any kind is permitted.
3. Remind all members that no other food or drink can be brought in with them/ purchased from the box.
4. Finish class in plenty of time to ensure thorough cleaning of equipment in-between classes.
5. Stagger entry/ exit times to ensure members can easily keep 2m from others when entering and leaving the box.
6. Do not come to the gym if you have any symptoms or have been in contact with anyone with confirmed COVID-19. You must follow all government advice about isolating and inform us if you think you may have symptoms.



We can't wait to see people back in the box training together, pushing each other (and looking like this at the end of a disgustingly hard WOD!) and hopefully that is soon going to be a reality. It's been an incredibly tough time, but as a community we've come through the other side. We will come back stronger than ever.

BOXMATE