



## ALL YOUR QUESTIONS ON THE AVIATION CLUB REOPENING ANSWERED!

We are beyond ready to reopen the Aviation Club. The team has been working diligently in order to be up and running again. Below we answered a few frequently asked questions we hope you will find helpful.

*\* Some of the guidelines outlined are subject to change based on further communication from authorities.*

### REOPENING

#### 1. When will the club open?

We are please to let you know we have been open since the 27<sup>th</sup> May 2020.

#### 2. How will I be notified for any changes?

Once we have a firm reopen date, we will be sending notifications via email and social media. Stay tuned. If you wish to update your email address with us, please email [Nikesh.naik@jumeirah.com](mailto:Nikesh.naik@jumeirah.com) to be added to our communication database. We suggest all members follow us on Facebook as we will also post this information there, along with support and advice during this difficult time.

- Facebook: [www.facebook.com/JCHTheAviationClub](https://www.facebook.com/JCHTheAviationClub)
- Instagram: [@the\\_aviation\\_club\\_dubai](https://www.instagram.com/the_aviation_club_dubai)

### MEASURES ADOPTED

#### 3. How has The Aviation Club responded and what measures are in place for reopening?

We have been carefully planning a phased approach to reopening with significant added safety measures some of these include:

- Enhanced hygiene protocols and guidelines in place for strict sanitation and disinfection in line with guidelines received from government authorities.
- Daily disinfection fogging spray of all touch surfaces and equipment using registered disinfectants.
- Additional housekeeping on shifts to maintain cleanliness with procedures based on best practices and government guidelines.
- All colleagues provided with masks and temperature checks are taken prior to each shift.
- Multiple Stations of readily available hand sanitization and equipment disinfectant spray have been installed throughout the entire club.
- A capacity management plan and booking procedures have been established in the event of a phased or restricted reopening.
- Social and physical distancing implemented in all areas including personal training and instructor lead activities.
- Revised gym layout with increased space between equipment to maintain distancing guidelines.
- Shared gym accessories with a high surface area have been removed such as mats and foam rollers.
- Grid layout on the studio floor for 4sq/m spacing has been adopted and class capacities revised along with class timings which have been adjusted to allow for thorough cleaning between classes and an increase in outdoor classes.
- Awareness signage for guests and members placed at all major access points throughout the club.



**4. What member guidelines are in place upon reopening? How can I stay safe when I come to the club?**

While enjoying our club, please follow the guidelines in place to keep you and other members safe

- Stay at home if you are sick and avoid contact with people who are sick
- Wear recommended personal protection equipment
- Bring your own exercise/yoga mat
- Bring your own towel and water bottle if possible
- Wash your hands vigorously and frequently
- Use the sanitation products provided where required
- Avoid touching your face
- Use personal protection in line with authority guidelines

**5. What are some of the other changes I can expect?**

- Towels will not be provided at the moment therefore please bring your own.
- Facilities such as showers, steam, sauna, Jacuzzi and lockers may be unavailable to comply with guidelines.
- The gym floor layout has been revised and some gym equipment has been removed from the gym floor to comply with safe distancing protocols.
- Temperature checks are likely to be taken upon entering the club. Any member with a temperature above 37.3 °C will not be allowed and you will be requested to immediately leave the club and hotel.
- No valet will be available at the hotel.
- Access Gate will be activated to the gym therefore membership card is required to access the gym.
- No security will be at the access gate, your membership card can be used to open the gate, if you forget your membership card a buzzer can be pressed and security will validate your entry.

**6. If there is a restricted opening, how will you manage this?**

We have implemented a capacity management plan in the event that authorities announce a restricted opening. Access will be controlled from reception and members are encouraged to call 04-2308560 to book their slots. The Capacity management plan can be seen below:

Area of Club	Maximum Time allowed in each area	Number of People In the event of Restricted Access is Mandated:			
		100% Capacity at one time	75% Capacity	50% Capacity	30% Capacity
Gym	90min	55	41	28	17
Group Class Studio	Class Duration	30	23	15	9
Cycling Studio	Class Duration	15	11	8	5
Outdoor Training Area	120min	15	11	8	5
Plumeira Café	120min	25	19	13	8
Club Reception / Lobby	20min	10	8	5	3
Squash (2 x Courts)	60min	4 (One on One Play)			
Tennis (4 Courts)	60min	16 (Doubles)		8 (Singles)	
Full Men's Changing Area	90min	50	38	25	15
Full Ladies Changing Area	90min	45	34	23	14
Main Lap Pool	90min	70	53	35	21



## 7. How can I plan my timings to come to the gym? What times are available?

Area of Club	Time Slots Available For Booking															
Gym	06:00-07:30	07:30-09:00	09:00-10:30	10:30-12:00	12:00-13:30	13:30-15:00	15:00-16:30	16:30-18:00	18:00-19:30	19:30-21:00	21:00-22:30					
Changing Rooms	06:00-07:30	07:30-09:00	09:00-10:30	10:30-12:00	12:00-13:30	13:30-15:00	15:00-16:30	16:30-18:00	18:00-19:30	19:30-21:00	21:00-22:30					
Main Pool	06:00-08:00		08:00-10:00		10:00-12:00		12:00-14:00		14:00-16:00		16:00-18:00		18:00-20:00		20:00-22:00	
Outdoor Training	06:00-08:00		08:00-10:00		10:00-12:00		12:00-14:00		14:00-16:00		16:00-18:00		18:00-20:00		20:00-22:00	
Plumeira Café	First Come First Serve Basis Up to Capacity – Excess guests over the limit may choose to dine in Nomad.															
Squash 60	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100
Tennis 60	0600	0700	0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100
Group Class Studios	Book your spot as per the class schedule.															

- Kindly call ahead on 04-2308560 or 04-2308559 to book your slot and enquire about available time slots.
- Members may book their slots 7 days in advance.
- Walk in guests without a booking will only be allowed subject to availability, if no slot is available for the requested time, the next available time slot will be given.
- We will operate a one in – one out system, therefore if a member finishes their time early, members with a later booking may access the gym at an earlier time if present in the facility.
- Please note that if a restricted opening is mandated by the authorities the club will open for Aviation Club annual and GX members first, thereafter if the number of check-ins continue to fall within the guidelines, access will then be opened up for corporate members and then external guests.

## MEMBERSHIPS

### 8. Will I be charged membership dues while the club was temporarily closed?

All Aviation Club members will have their memberships extended for the duration of the temporary closure period. For example, the club closure date was 15<sup>th</sup> March 2020, if the aviation Club opens on the 15<sup>th</sup> May 2020 and your current membership expires on the 30<sup>th</sup> June 2020, your new membership expiry date will be 30<sup>th</sup> August 2020.

### 9. I've lost my job or had to close my own business and cannot afford to carry on with my membership, can I cancel my membership? Or I am uncomfortable accessing the club; will you extend the membership freeze for me?

We are confident all measures have been taken and the club is safe to access. Once we re-open, if you need a further extension to this whilst you get back on your feet, please email [Nikesh.naik@jumeirah.com](mailto:Nikesh.naik@jumeirah.com) to arrange a 30 day extension to your membership. Refunds will be given on a case by case basis.

### 10. I used to be a member last year and I would like to rejoin, what can I do?

Under current terms and conditions, a member who is unable to renew his/her membership 30 days after the expiry date will lose their loyalty discount. In this case, anyone who was a member of The Aviation Club from 2018 onwards, we will allow them to rejoin on the same rate as a gesture of the times.

### 11. Who do I contact regarding questions about my membership?

Please contact [Nikesh.naik@jumeirah.com](mailto:Nikesh.naik@jumeirah.com) or [Janice.villar@jumeirah.com](mailto:Janice.villar@jumeirah.com) and we will get back to you with 48 hours of your request.



## GYM AND PERSONAL TRAINING

### **12. Do I need to book a slot to use the gym?**

If a restricted opening is mandated by authorities, a booking procedure will be implemented for members to book gym access in 90min slots in line with our capacity management plan. In this case members are encouraged to call the aviation club reception on 04-2308560.

### **13. I used to have a trainer; can I continue training with them?**

If the new guidelines allow one to one training you may absolutely continue training. Personal Trainers have been briefed on safely training clients including the use of personal protection equipment, distancing measures and minimal contact.

### **14. I have several Personal Training sessions left, can I get a refund? Can I extend the expiry date?**

The expiry date of your PT sessions will be extended to 31 Dec-20, giving you the opportunity to use each remaining session. Any refunds will be handled on a case by case basis; however we will strive to ensure we assist in any way possible.

## GROUP CLASSES

### **15. How will Group Classes be affected?**

A grid line system has been laid on the floor to maintain a 4m/sq. space per person in the studio, when the club reopens a skeleton timetable will be launched and we will grow the timetable based on capacity restrictions, members feedback and overall demand of the class.

### **16. I understand you offer Virtual Cycling Classes at the club; can I book the room for private use to do classes with my family?**

Members will be allowed to book the Virtual cycling studio outside of scheduled class times for private use at a rate of AED250 per class and the class will be limited to a maximum of 6 people.

### **17. If I want to continue training at home, can you continue to offer Les Mills on Demand (LMOD)?**

Members who signed up in the initial launch phase will be allowed to continue their Les Mills on demand subscription until 31<sup>st</sup> May 2020. If you would like to continue access to Les Mills on Demand at a discounted rate, all you need to do is click [here](#).

Please note that members that already subscribed will be billed, whereas new subscribers to LMOD will receive a 60 day free trial.

## TENNIS AND SQUASH

### **18. Will tennis and squash be available?**

Tennis and Squash will be available through booking only. Tennis courts have been secured to control access and cleaning procedures. Members, who book tennis courts specifically, will have to collect the keys from reception to access the courts. We kindly request members to abide by the guidelines we have posted at the gate of the courts.

## FACILITIES

### **19. Are the Hotel facilities still open, like the restaurants, spa and salons?**

Some Hotel facilities are currently open in line with the government's guidelines. Nomad Restaurant, Top Style Salon, The Physiotherapy Center and the Nail Spa remain open, the pool, Akaru Spa, Plumeira Café along with the club remain closed until further notice.