

Thank you to all of our members who responded to our 'Following our Reopening Survey'.



We received 1187 responses from our members.

The results of the survey tell us:

**A MASSIVE
98.7%**

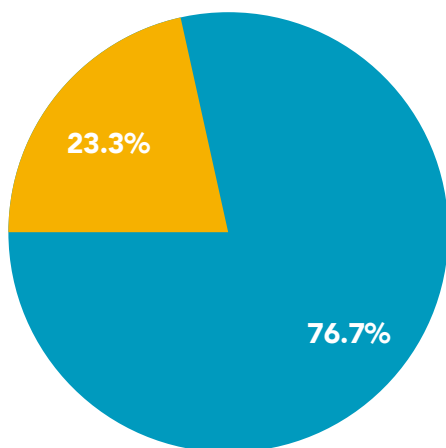
of our members have felt safe returning to our leisure centres (very or fairly)



Following our reopening, the below parts of our members customer experience received the highest scores of satisfaction:

- Implementation of COVID-19 guidelines
- Cleaning and hygiene standards
- Customer service

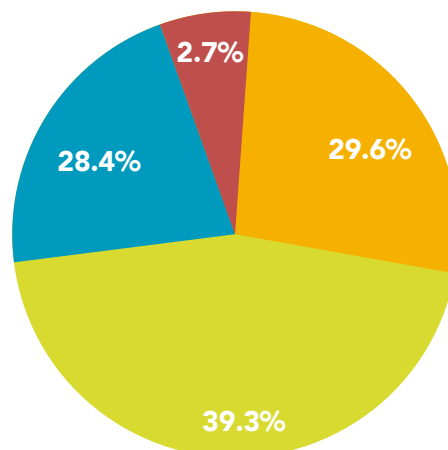
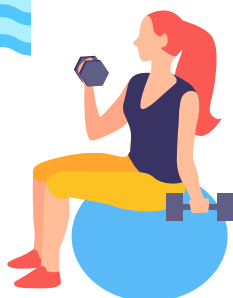
Have you visited us since we reopened?



■ Yes
■ No

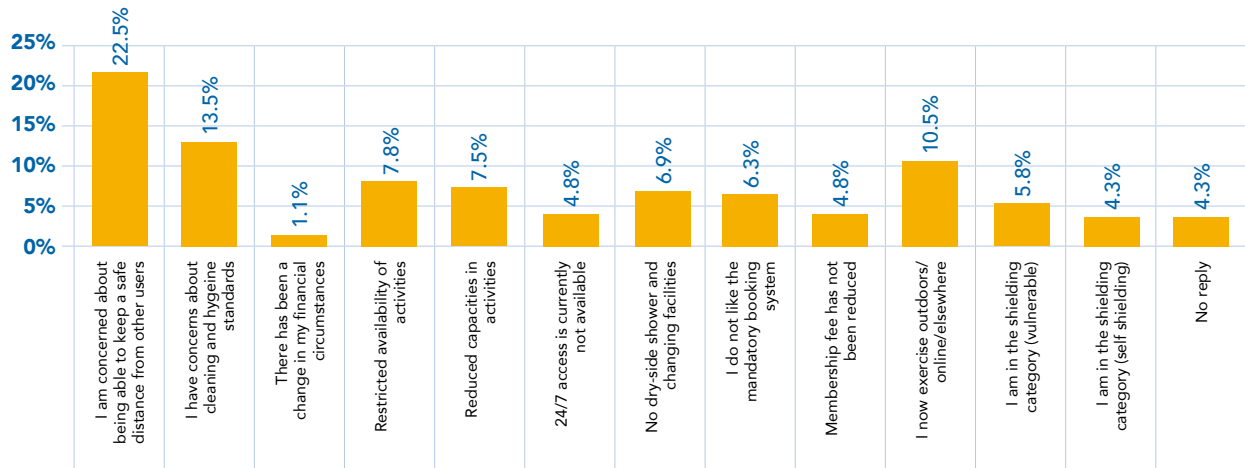


What activities did you take part in?



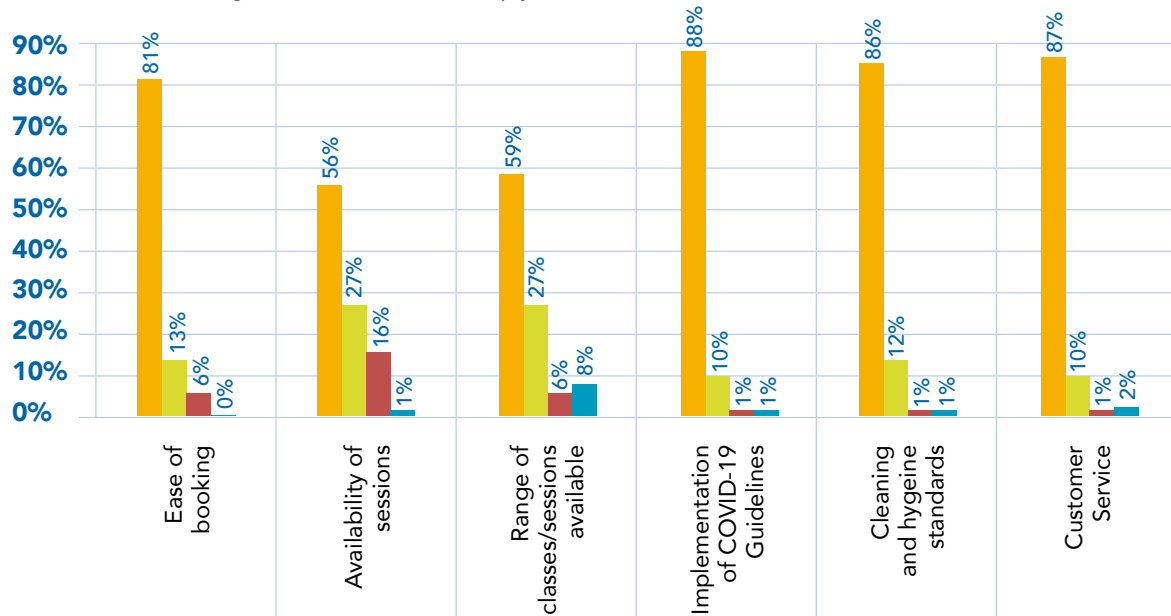
■ Gym
■ Fitness Classes
■ Swimming
■ No reply

Why haven't you returned to our centres since we reopened?



How would you rate the following?

■ Good
 ■ Average
 ■ Poor
 ■ No reply



How safe have you felt returning to our venues?

