

Tuesday, 17 August 2010

Dear Swimmer

Essential Pool Maintenance Closure Wednesday 18 August – Wednesday 8 September 2010

Due to essential maintenance our pool will be closed and unavailable for use for three weeks from Wednesday 18 August to Wednesday 8 September 2010 inclusive. This letter details why we have to close the pool, options to continue your exercise during the closure and what will happen to your pre-paid swim membership.

Why Are We Closing The Pool For Three Weeks?

As the pool and the changing room areas approach their seventh birthday it is essential to undertake some preventative maintenance and general refurbishment of these areas to ensure we maintain the high standards we set ourselves. The works taking place during the summer maintenance shutdown include the following:

- ✓ Pool liner lifecycle maintenance including all under surface mechanical lifts
- ✓ Tiling repairs and grout replacement
- ✓ Repainting changing rooms and the refurbishment of cubicles and partitions
- ✓ Complete overhaul of all plumbing

How Can I Continue My Exercise During The Closure?

If you wish to continue to swim during the period of closure there are other pools available in Hatfield and St Albans and for your convenience we have printed the opening times of your nearest pools on the reverse of this letter. If you would like to try a different activity during this period we would like to offer you a FREE 10-Day trial of our gym. Please hand this letter into reception in order to redeem your free trial anytime from Monday 9 August.

What Happens To My Membership If I Am A Pre-Paid Swim Member?

If you are an annual swim member we will extend your membership by one month. For monthly direct debit swim members we will take no payment from you in August 2010 in recognition that the only facility your swim membership covers will be unavailable for you to use for three weeks this summer.

- ✓ You do not need to do anything and if you are a direct debit member please do NOT cancel your direct debit with your bank / building society. We will amend our systems to ensure that no money is collected from you in August and your direct debit payments will return to normal for the September collection.

Further Information

If you have any questions regarding the closure of the pool or would like further information on the measures we have taken to compensate you for the lack of availability of this facility, please speak to a member of the Sports Village team on your next visit.

Yours faithfully

Louise Critchley

Louise Critchley
Head of Operations

Hatfield Swim Centre, Hatfield

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Hatfield
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Day	Peak Time	Off peak	
Monday - Friday	5.00pm – 10.00pm*	Monday to Friday (Last admission 4.30pm)	7.00am – 5.00pm
Saturdays	8.00am – 5.00pm*		
Sundays	8.00am – 10.45am ** 1.00pm – 5.00pm*		

<http://www.finesseleisure.com/default.asp?step=4&pid=27>

* Please note there are certain times when part or all of the pool is unavailable for public swimming. Please see brochure for details.

** Reserved for Platypus Swimming Club

Westminster Lodge Leisure Centre, St Albans

Holywell Hill
St Albans
Hertfordshire
AL1 2DL
Tel: 01727 846031

http://www.harpersfitness.co.uk/assets/media/files/tt/Westminster%20Lodge/17391%20St%20Albans%20PT_LOW.pdf

Days	Time
Monday	7.00am – 10.00pm
Tuesday	6.30am – 10.00pm <i>Closed 3.00pm-3.30pm due to school only session</i>
Wednesday	7.00-10.00pm <i>Closed 11.00pm-11.30pm due to school only session</i>
Thursday	6.30am – 10.00pm
Friday	7.00am – 10.00pm
Saturdays	7.00am – 5.30pm
Sundays	8.00am – 10.00pm