

COVID-19 coronavirus customer information

Our services operating/not operating	
Wednesday 18th March	
Pools	open
Saunas and steam rooms	open
Gyms	open
Learn to Swim	operating
Group fitness	operating
OSCAR before- and after-school care	operating
Kauri Kids ECE	operating
Sports leagues	operating
Events and bookings	contact your centre
EOTC programmes	contact your centre

The safety and wellbeing of our customers, team members and communities in Auckland is always our utmost priority. We want to assure you that we're taking the necessary precautions to prevent the spread of COVID-19.

We're dedicated to protecting against coronavirus, while remaining a place that our community can feel safe and welcome.

For the thousands of visitors and members who have made getting active a part of your lives, we understand that fitness is therapy, exercise, and a de-stressor, which is why in these times of uncertainty, it's a go-to.

What we are doing to minimise your risk

Enhanced cleaning. We've stepped up the cleaning of equipment, changing rooms and surfaces throughout our centres.

More hand sanitiser and wipe stations in fitness centres. Please use these to clean surfaces and equipment both before and after use.

Shorter and smaller classes. Some of our group classes will be slightly shorter to give us time to do a deep clean equipment before the next group. We may also reduce group sizes, where necessary, to give you a little more space.

Service, event and programme changes. Please see the status of our services below. We will update this as circumstances demand. We're closely monitoring the COVID-19 situation and following guidance from the Ministry of Health (MoH) and the World Health Organization (WHO).

Keeping you informed. Keep an eye out for signs in the centre, guidance on our Facebook page and information on our website. If you have any questions, please ask one of our team members or email aucklandleisure@aucklandcouncil.govt.nz.

What you can do to minimise your risk

Your own actions may be most important for protecting yourself – and other centre visitors. Here are a few steps you can take:

Stay home if you're sick. Even if you are only mildly ill and might otherwise decide to power through a swim or a workout.

Visit at off-peak hours. You'll have a bit more space to yourself and fewer people using the pools and equipment.

Wipe down equipment. Wipe down gym equipment and mats with the supplied disinfectant spray or wipes before and after each use. We will be enforcing this.

Use a towel in the gym and sauna. This is mandatory, as normal. As COVID-19 is a respiratory virus, sweat isn't generally a transmission route, though contaminated skin and hands can be.

Keep your hands off your face. Avoid touching your eyes, nose, or mouth when working out. The way we infect ourselves isn't by touching dirty surfaces, but by bringing the virus from the hands to the face.

Practice good hand hygiene. Wash your hands with soap and water for at least 20 seconds before you begin your workout/visit. Make sure you also do so before touching your face or any part of your water bottle you put your mouth on. Do so again before leaving.

Shower before and after swimming or using the spa. Please shower before using the pool, shower on leaving the pool, and follow the other hygiene precautions above.

Do not spit anywhere in our buildings.

Our teams are doing all we can to serve you during these busy and challenging times. We thank you for your continued patience and support.

What you need to know about the COVID-19 coronavirus

The Ministry of Health advises that with continued vigilance the chance of widespread community outbreak is expected to remain low.

Is swimming safe?

There is no evidence that COVID-19 can be spread to humans using pools and spas. Normal operation, maintenance, and disinfection (e.g., with chlorine) should remove or inactivate the virus that causes COVID-19.

Is the gym safe?

As a respiratory virus, sweat isn't generally a transmission route, though surface contact through contaminated skin and hands can be. Always clean and disinfect the surfaces you've touched (equipment, weights and mats), both before and after use, with the supplied products.

Are group fitness classes safe?

Gyms are no more risky than anywhere else where you would be touching things and in somewhat close contact with people. Some of our group classes may be slightly shorter to give us time to do a deep clean of equipment. We may also reduce group sizes, where necessary, to give you a little more space.

Have you been away?

If you have been travelling overseas, you are required to self-isolate on your return. Do not attend the centre until you have been back for 14 days and are feeling well.

Do you feel unwell?

Stay home if you are not feeling well.

If you exhibit symptoms of COVID-19 (fever, dry cough, breathing difficulties) please phone Healthline on 0800 358 5453.

Membership

You can suspend your membership by emailing aucklandleisure@aucklandcouncil.govt.nz