

BLU News!

January & February 2019



NEW CUSTOMER RELATIONS MANAGER

As from January 1st, there is a new customer relations manager at the Lido. She is Jazeena McCallum (Jazz, for short). Please make her welcome. And we are sad to say goodbye to Natasha Andall, one of the longest serving members of the Lido Staff, who left in December.

CHRISTMAS DAY AND CRISIS ICEBREAKER SWIMS

The Christmas Day swim was once again a special event that drew many swimmers and spectators. The even raised £60 for Save the Children. Special thanks to the lifeguards who turned out and to the Lido Café, which produced delicious mince pies.

Also well attended was a swim in aid of Crisis on the 15th December. Well done all who took part!

THE LIDO CAFÉ NEWS

There have been changes in the Café menu as it aims to make the restaurant as sustainable as possible and to minimise its environmental footprint. As the café's general manager, Marta Drzewiecka, says:

“Our all day brunch menu is now plant based. We use seasonal, vegetable ingredients, primarily from the UK, which our talented chefs turn into delicious dishes that the whole family can get in to. Don't worry if you are a meat lover, though, you can add free range bacon, chorizo or smoked salmon as an extra. A couple of dishes will also still feature free range eggs.

“We hope you like the changes we have made to our menu, and we hope you appreciate why we have made them.

“As always, we value your feedback so please do get in touch with us, or follow our twitter and instagram feeds to see what else we are doing to minimise our environmental footprint.”

LIDO CAR PARK

Parking enforcement is in effect. Please make sure you are parked in the correct bays as tickets will be issued. Drivers who park in disabled bays (without a blue badge), loading bays or even try and squeeze into the motorcycle bays (yes, a few drivers have been wedged in unable to leave) BEWARE! PLEASE don't do it.

GYM

Not everyone can carry heavy weights, especially around the bigger leg press. Please, if you are using weights on this machine, can you remove them for the next user. It hurts and it's a waste of time if a user has to remove YOUR heavy weights. IF ITEMS ARE TOO HEAVY TO PUT BACK, THEN THEY ARE TOO HEAVY TO BE PICKED UP IN THE FIRST PLACE. The same applies to putting back equipment and weights in the correct places rather than just leaving everything on the floor for someone else to sort out. The fitness team are not responsible for tidying after use, users are responsible. If users are caught leaving things around and not putting kit back, Fusion will start to implement suspensions on usage. We have a fantastic fitness suite – please can we all take care of it, keep it in good shape and be considerate of those users coming to equipment after you have finished.

HEALTH SUITE

A polite notice to all users that no oils, salts or body lotions are to be used anywhere in the health suite and please note SHAVING IS NOT PERMITTED. We would also like to advise that food is also not permitted within the Health suite area. Please shower before and after you use the sauna, steam room and hydrotherapy pool. It's up to everyone to help keep this facility clean by following all rules. BLU members may ask you to stop doing any of the above if they see you, respect everyone's wishes. If you are walking between the pool and the dry side, PLEASE wear footwear and avoid dripping on the floor in reception to avoid accidents.

JANUARY POOL SCHEDULE

MANAGERS' MEETING

BLU reps meet with Lido managers every two months. Please let us know if there is anything you would like us to discuss. Compliments, complaints, suggestions all welcome. If you don't tell us about a problem, we can't fix it! If you have ideas, let us know. We've launched a #TellBLU on our Twitter & Facebook sites where you can tell us what you think - good, not so good or indifferent. ALL views are important, as we have monthly meetings with Lido Management where we raise user concerns.

CLASS CANCELLATIONS

Fusion HQ have changed the cancellation time to FOUR HOURS prior to the start of a class. If you do not cancel at least four hours in advance you will be charged and unable to book until you have paid. This is to allow those on a wait list time to get to a class and make arrangements if need be. In the past, too many people have cancelled an hour before class, which gives those on a wait list little time and this means classes are not full where they could and should be.

SOCIAL MEDIA MANNERS

BLU does not condone and will not tolerate bullying or harassment via social media or in person, of Lido users and staff. We will take all necessary measures to deal with any unsavoury behaviour.

BLU MEMBERSHIP

BLU relies on you, our members, to give us credibility and influence when it comes to taking ideas and complaints to Fusion. Could you get a friend who uses the Lido to [join us](#)? There's no fee, no annoying emails, one Newsletter every month, and if you're interested in being more involved in the present and future of the Lido and BLU, we'd love to hear from you.

BLU

BLU is the only official Lido users' group who speak for YOU with Fusion and try and right any user issues. If you see a problem tell a member of BLU or a member of staff and we will do our best to resolve all issues asap. BLU has regular meetings with Lido managers and The Lido Café. Please let us know what you would like us to discuss by emailing bluinfo@brockwelllido.com or come find us, one of us can usually be found in the gym, studio, poolside or spa!

BLU WEBSITE - www.brockwelllido.com

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