



BLU News!

April & May 2018

SUMMER SWIM PASS

Summer swim passes are now on sale and run from 1st April - 30th September, available from reception:

Adult £ 198.00

Junior £ 133.00

Family (2 adults & 2 under 16's) £ 505.00

Concession £ 165.50

Family concession (2 adults & under 16's) £ 338.00

Early morning season ticket (6 – 10am, Monday to Friday) £ 129.50

Also:

Free swimming for over 60s, weekdays before 10am.

Check out concession prices for various groups, early bird swimming discounts, and family tickets for 1 or 2 parent families with a second parent receiving a 50% discount and the children also receiving discounted rates. Contact the team at Brockwell Lido for more information, or enquire at reception.

LIDO ACCESS

All members must use their membership card to gain access. No card means no access. The team at reception are under strict orders to not open the gates. If you have misplaced your card, a new one can be purchased for £5 at reception.

THE LIDO CAFE

There will be no closures in April for the Cafe, but every Saturday in May they are closed from 11am for weddings. The beach hut will be open in good weather.

SWIMATHON 2018

The water will be delicious for this year's Swimathon at Brockwell Lido, taking place over the weekend of 28/29 April. Swim as an individual or in a group, you can even choose your own distance. There's a challenge for everyone. Enter Swimathon 2018 and join Cancer Research UK and Marie Curie to raise as much money as possible for two causes close to the nation's hearts.

STREAMLINE SWIMS

Hugely popular Streamline Swims return to the Lido with one to one swim lessons starting in April and group coaching sessions in May. Bookings are open so don't lose out if you want to be coached with a smile by Lido Mike and Sarah. There is no membership requirement for joining the Streamline Swim sessions.

Group sessions:

Monday evening 7-8pm

Tuesday Morning 7-7:45am

Wednesday evening 7-8pm

WINDRUSH 2018 AQUATHLON

Entries for the 2018 Windrush Aquathlon are now open! As always, places are expected to go fast (they sold out well ahead of the closing date last year), if you don't want to be disappointed, enter as soon as possible. Entries close on 24th May 2018, or when sold out. The race itself is completely closed to traffic, taking place on **24th June 2018** in Brockwell Park, with the swim in the Lido and then the run section around the park. The atmosphere is welcoming and friendly to all newcomers. We highly recommend 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. Thank you.

DRY SIDE LOCKERS

Many lockers are being left locked, empty and open which means no one else can use them. This happens all the time, every day, and it is annoying. Lockers are not for overnight storage use and they are not to be left locked, open and empty for any reason. Please unlock them and leave them unlocked for other users. If you find a locker in this condition, please report it to reception asap, they will then unlock it. If they don't know about it, they cannot resolve the issue. Anything left in lockers overnight will be removed.

FIELD DAY and HOOPLA MUSIC FESTIVALS

Please note that the park will be affected by both these music events, including the setting up and taking down from May 19th until June 12th. Field Day will take place on Friday 1st and Saturday 2nd June. Hoopla will take place on Sunday 3rd June. We have been assured by organisers that there will be normal access to the Lido.

SPIN BIKES

We are aware that these have been giving trouble, engineers have been on site, so hopefully all issues have now been rectified. We ask all users NOT to pull the screen/console, as they break and are expensive to replace.

BOOKINGS

Notifications for a new booking time at the Lido - now from 8pm - were emailed by Fusion and via Fusion app notifications. If you didn't receive an email, it may be because Fusion doesn't have your email address OR because they have an incorrect email address. Please check in with reception to sort this out, and ensure your App notification is enabled.

OUTDOOR SAUNA

This will remain open until the end of April, however Fusion is going to trial the 4.30-7.30 Monday and Tuesday afternoon/evenings to keep the sauna open. Towards the end of April, Fusion will keep an eye on water/air temperature and decide whether to extend the outdoor sauna. The outdoor sauna is £1.50 per day. Regular checks will be made by management to stop users who haven't paid. Please look after the outdoor sauna and do not abuse it or use any kind of water, if you do, you will be asked to leave. If the sauna breaks down again due to misuse, it will close.

CANCELLATIONS AND FREEZING MEMBERSHIP/CHANGES TO MEMBERSHIP

As of 1st February, Fusion have implemented a direct membership administration team to support Centres with membership changes. Members will now need to go direct to the webpage and select Contact Us, then use the relevant drop down from the list. The membership administration will respond to all enquiries and requests within 72 hours. Please note that if members give one full month's notice (before the 1st of every month) you can cancel membership OR freeze it from a week to longer, if you are going away, so you don't waste your membership. If you want to freeze membership within this period, it has to be approved by the General Manager based on medical grounds only.

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.

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. Several people have been politely asked to refrain from this, it is highly unpleasant for other users. 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.

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.

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 motor cycle bays (yes, a few drivers have been wedged in unable to leave) BEWARE! PLEASE don't do it.

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.

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 info@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

PLEASE NOTE, ANY PHOTOS USED ON OUR WEBSITE AND SOCIAL MEDIA MAY NOT BE USED WITHOUT PRIOR PERMISSION FROM BLU.