

Carnival Pool & Fitness Centre – Customer FAQ

Last updated April 23, 2018

A little about Places Leisure...

We're a leading leisure and wellness partner delivering fitness, sport, health and wellbeing. We primarily work with Local Authorities to deliver the right kinds of health and physical activity outcomes that make a difference to the lives of people and their communities; it's about more than operating facilities.

We're a Social Enterprise, looking after over 100 leisure centres nationwide. We're really pleased to be adding 5 more in partnering with Wokingham Borough Council. The next 5 years will see a £30m investment across the sites and we're looking forward to getting to know you and your activity needs.

We hope the below begins to answer some of your questions.

Will the centre close whilst the transfer of management takes place?

Important notice – Essential repair works to the Swimming Pool are required and we regret to inform you that the pool will need to temporarily close for approximately 2 weeks from 1st May whilst the Council's contractors undertake the necessary works. Updates will be available you on the Council's website, through here, on site, on social media and via email.

We're sorry for the inconvenience caused to our swimmers and we'd like to thank you in advance for your patience and understanding during this time. As a rule we will not charge those affected by not having access to the pool. Please read later sections for pricing alterations.

All other areas of the centre are unaffected and will remain open throughout the transfer.

That means the centre will be opening as normal throughout the transfer. This isn't a simple task as we have a few things to do to make the centre a 'Places Centre'; our own access control, IT systems and signage to name a few.

This means you will see work taking place in and out of working hours. We do our best to minimise the disruption throughout this time, and notify you where this may affect you. Please be patient with our teams, learning new products, policies and systems is no easy task whilst keeping the centre open – they work very hard to enable us to keep the centre open for you.

In the early days we also send in team members from other Places for People Leisure sites to help out.

Does the change of management affect the people who work there?

No, we're pleased to say that you will still see the same familiar faces who've served you previously, we just change their uniforms. Please be patient, whilst the building stays the same some of the products, systems and policies maybe a little different (see above) – and the team learn this whilst keeping the centre open for you.

There may even be some opportunities, [click here for our national vacancies](#).

Will the opening hours stay the same?

With the exception of the pool (see above) the centre opening hours will be;
Mon to Fri 06:00 am to 10:30 pm (was 11pm)
Sat & Sun 07:00 am to 08:00 pm (was 6am to 10.30pm)

Will I need a new membership card?

Yes, your old card will no longer work, and we will issue new ones when you next visit, please don't make a special trip, we'd just suggest you allow a few extra minutes on your first visit to allow the team to set this up. That's also a great time to make sure we have your correct details. Having your correct email address is central to you registering for our on-line booking. A mobile number is useful in case we need to get in touch, and we'll ask to take a photo for our membership records.

I'm a current member, what happens with monthly prices?

Prices for direct debit membership's will stay the same.

Important notice for premium (gym and swim combined) customers. Due to the estimated 2-week pool closure (see earlier) we will reduce your June Direct Debit payment by 25%.

Important notice for our Swim only customers. Due to the estimated 2-week pool closure (see earlier) we will reduce your June Direct Debit payment by 50%.

We also offer a refer a friend scheme. Simply refer a friend and get up to a month's free membership. Available from day of opening, please just ask our membership team, terms and conditions apply.

I have a Leisure-card, what will happen?

Pay as you go prices will become one standard price (non-leisure card concessions will be available). The leisure-card is held by a small number of customers, and we will be refunding them on a pro-rata basis.

I love classes, when can I see timetables and when can I book?

Enquiries and bookings will need to be made by calling site. This is an interim measure while the transfer of operators takes place. We will update you once our online booking system is available.

As a heads up our monthly members have 14-day advance booking rights and our pay as you go members (we call it Places Membership) benefit from 7-day advanced booking rights. We'll post a link to the timetable when available along with further guidance on registering for on-line booking.

When you book for the first time our system will ask you to register. You will need to use the email address we hold on the system (that's how we know who you are, your membership details and can display correct prices).

We use the details that are being transferred from the previous operator, if you haven't given an email address to 1life previously, or if it has changed we would suggest letting our reception team know as and when you pick up your new card.

We use a 'single sign-on' system – so we do need one unique email address per customer.

It looks exciting, how do I join?

We're unable to sell memberships at this time, but please watch this space for more details.

My kids have swimming lessons, what happens?

Important notice for those customers paying for swim lessons. Due to the estimated 2-week pool closure (see earlier) we will reduce your June Direct Debit payment by 50%.

Once the pool has reopened, the prices stay the same, the time slots stay the same and the direct debit transfers (we'll be in touch shortly). We also have our own on-line system that allows you to track their progress - our Swim team will tell you more about that once our names are above the door.

What about other junior activity?

We believe active kids become active adults, so we are looking to give you more value in this area.

Junior memberships for 11 to 17-year olds will reduce to £14.99 (currently £22)

At Places for People Leisure under 8's swim for free – so we will introduce this at Carnival Pool & Fitness Centre & Loddon Valley. (£5 annual registration fee applies). Simply ask at reception.

What about the new centres?

Arborfield Green Leisure Centre will open on the 1st May, with the gym opening on the 5th May. The centre includes a gym, 2 studios, dedicated group cycling studio and 8 court sports hall. Outside you'll see a brand-new state of the art outdoor 3G football pitch, 2 netball pitches and 3 tennis courts, all floodlit. Not forgetting the free car parking.

Ryeish Green Leisure Centre will be a new and later addition to your local choice. Opening late July 2018, you'll see a new gym, studio, 4 court sports hall and an outside 3G pitch.

When do I find out more?

Currently this FAQ is the best way to answer your questions, we'll update these whenever we have more information to share.

We're just processing the membership data from the previous operator – and at that point we will know more about the memberships you use. This allows us to then email you a little bit more about the stuff that really matters to you.

I want to follow Carnival Pool & Fitness Centre on Social media?

Great news, the Carnival Pool Facebook and Twitter pages stay the same – and you'll see a few posts from us prior to us taking over – it becomes ours on the day we takeover, the logo change will give it away.

If you don't follow us we'd love you to;

[Facebook](#)

[Twitter](#)

I have loads more questions....

As we mentioned earlier we're limited in discussing your own individual memberships as we are just processing the data from the previous operator. However, if you have a general question please email the team on;

wokinghamenquiries@pfpleisure.org

This covers all the sites and keeps it nice and simple for you and our team. Nearer to opening every site will have their own email address and feedback forms. We'd love to hear from you.

We'll make sure the popular questions are added to this FAQ for the benefit of everyone.

Thanks for reading,

The team at Carnival Pool & Fitness Centre

*Subject to change, information correct at time of publication.