

Customer Information

THE HEIGHTS REFURBISHMENT PROGRAMME

Phase 1
January to June 2012

Phase 2
June to October 2012

The Heights Leisure Centre
Broadway, Sandown, PO36 9ET
Tel: (01983) 405594
Fax: (01983) 405037
heights.leisure@iow.gov.uk

one1card
at the heart of fitness

The One Card gives unlimited access to selected sports and leisure activities, subject to availability, provided by the Isle of Wight Council. There are cards for adults, students and juniors. There is a monthly fee with flexible payment options.
Find out more at www.iwight.com/leisure



Swimming pool activities

Both swimming pools will be closed for the entire duration of Phase 1. Medina Leisure Centre, Newport, has extended its opening hours to accommodate casual swimming, aqua fit and aqua babe classes and some of our swimming lessons programme. Medina Leisure Centre timetables and further information on swimming lessons are available from reception or alternatively contact them directly on 523767 or www.iwight.com/leisure.

Squash

All squash courts will be closed for the duration of Phase 1. Westridge Squash Courts in Ryde has extended its opening hours to accommodate casual squash and the Monday night leagues which will restart on Monday 9 January 2012. For further information and bookings please contact Westridge on 566243.

Health Suite

During Phase 1 of the refurbishment programme, we do not expect the health suite area to be affected by any of the planned works. However, car parking, changing areas, toilets and reception processes may be disrupted; please refer to the relevant section for further information.

Tone Zone

During Phase 1 of the refurbishment programme, we do not expect the Tone Zone to be affected by any of the planned works. However, car parking, changing areas, toilets and reception processes may be disrupted; please refer to the relevant section for further information.

Health Zone

During Phase 1 of the refurbishment programme, access to the Health Zone will be severely disrupted. A new timetable of opening hours has been produced, copies of which are available in the Health Zone and from Reception. Car parking, changing areas, toilets and reception processes may also be disrupted; please refer to the relevant section for further information.

Aerobics classes

During Phase 1 of the refurbishment programme we do not expect that aerobic classes will be affected by any of the planned works. However, car parking, changing areas, toilets and reception processes may be disrupted; please refer to the relevant section for further information.

Café

The café will be closed for the duration of Phase 1. If possible, we will relocate the vending machines to the reception area for customers' use. However, this does depend on the available space.

Treatment Room

During Phase 1 of the refurbishment programme, we do not expect the Treatment Room to be affected by any of the planned works. However, car parking, changing areas, toilets and reception processes may be disrupted; please refer to the relevant section for further information.

Reception

During Phase 1 of the refurbishment programme, the current reception area will be significantly reduced in size with the construction of a temporary wall. As a result during busy periods, the remaining reception area will become quite congested. We request your patience and help during these busy times to allow the reception counter to function as normally as possible.

Changing and toilet facilities

The swimming pool changing rooms and the café toilets will be closed for the duration of Phase 1. As a result of this the only available changing rooms and toilets will be the ones located at the health suite end of the building together with some temporary toilets situated on site. Due to the significant reduction in the availability of changing space, may we politely suggest that, where possible, you come already changed for your activity and shower on your return home. However, we appreciate that this is not ideal or always possible but may ease changing room congestion.

Car parking

Due to the very nature and size of the refurbishment programme, there will be some disruption, together with a reduction in allocated parking spaces throughout the entire duration of the programme. However, with centre usage down due to the reduced availability of activities we do not expect this to be too problematic.

External clubs

All external clubs have been notified of the refurbishment programme and alternative arrangements have been put in place, including the use of other council sites. For further information, please contact the Nominated Leader of your particular club.

One Card memberships

Silver One Card holders will be written to the week beginning Monday 12 December 2011 detailing the options available to you, including freezing, cancelling or continuing to use your card at Medina Leisure Centre. If for any reason you have failed to receive your letter, please contact reception where one will be made available to you.

Gold One Card holders will be issued a letter from reception detailing the options available to you during the refurbishment programme.

USEFUL CONTACT INFORMATION

Alternative venues

Westridge Squash and Tone Zone
Westridge Centre
Brading Road
Ryde
PO33 1QS
Tel: 01983 566243
Email: Westridge@iow.gov.uk

Medina Leisure Centre
Fairlee Road
Newport
PO30 2DX
Tel: 01983 523767
Email: medina.leisure@iow.gov.uk

One Card membership queries

One Card Team
Tel: 01983 821000 ext 8724
Email: onecard@iow.gov.uk

Website

www.iwight.com/leisure

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