

Community Access Programme (CAP): Getting back active...

We're delighted at the prospect of welcoming you back to the Community Access Programme at Edinburgh Leisure. EL is working hard to reopen our venues and services as quickly as possible following the coronavirus guidance produced by the Scottish Government and Sportscotland.

Due to the disruption of service caused by the coronavirus please see the following guidance regarding the restarting, and changes to, the Community Access Programme.

What's changed?

- All activities are **pre-booked only** (via our app or website)
- We are **cashless** and accept contactless payments only
- We have **safety guidance signage** throughout our venues
- There are **sanitisation stations** to use before and after each visit
- All **activities are timetabled** with staggered session start times to reduce congestion

...and here's how you can help us!

- We ask that anyone feeling ill or showing signs of COVID-19 do not attend our venues and follow NHS guidelines
- Please arrive ready for your activity
- Follow the safety guidance in place in the venue including wearing face-coverings in non-activity areas
- Use the hand sanitiser before and after your session/activity

Are CAP cards still active?

Yes! Due to the prolonged break in provision caused by the coronavirus, CAP organisation and Individual cards have been extended. **Cards that were due to expire between 01st March 2020 and 31st Dec 2020 – have been extended until 31st March 2021** to enable access.

What activities can be accessed?

At present the following activities are available at our venues. To view further guidance on each of these activities, please click on the guideline links.

- Gym – [view guidelines](#)
- Fitness Classes – [view guidelines](#)

- Swimming – [view guidelines](#)
- Tennis & Badminton – [view guidelines](#)
- Climbing – [view guidelines](#)

Has accessing venues changed?

Yes. At present, all access to activities **must be pre-booked**. If an individual arrives at any of our sites without a pre-booking, they will be refused entry. We can also **only cater for individual visits** at this time, group bookings are unavailable.

Booking a session can be done via our website or through the free Edinburgh Leisure app. The app is available for both Apple and Android devices.

CAP card holders can book from 9.00pm 1 day in advance.

To book via our website [click here](#).

I have used online booking before but have forgotten my password...

If you have previously booked online but can't remember your password, follow [this simple step by step guide](#) on how to re-set your password. [Click Here](#) to re-set your password.

What if I have never used online booking before?

As a CAP cardholder, you will have had an account automatically set up for you. However, to access your account it must be linked to a valid email address. Please [click here](#) to update your account information to access online booking.

I, or my service user(s), have no way to access booking online, is there any other way I can book an activity?

If you have a family member, friend or support worker who has an online account with us you can link your account with theirs. This will allow them to book activities on your behalf. For more information on account linking and the terms and conditions please [click here](#).

Have the activity prices changed?

The CAP access **prices have not changed**. Your CAP card provides you with the following discounted access 7 days a week until 4.00pm:

- **Gym: £1** (Twilight access available from 8.00pm)
- **NRG zone: £1** (Under 16's)
- **Swim: £1**
- **Fitness classes: £1**
- **Badminton Court: £2**

Please note, Edinburgh Leisure will **only accept card payments at this time.**

Organisation Information

Do we still need to reaffiliate?

Although all CAP organisation cards have been extended to the 31st of March 2021, allowing existing cardholders to access our facilities, we are still asking organisations to reaffiliate to CAP. This will allow us to collate an accurate record of current organisation card holders and process any new cards your organisation may require.

Due to the disruption caused by coronavirus, reaffiliation for CAP years 2020/2021 and 2021/2022 will be combined. Meaning successful affiliation will take your organisation through to the 31st of March 2022.

Please contact our team at active@edinburghleisure.co.uk for the relevant paperwork.

What if we submitted our reaffiliation paperwork prior to lockdown?

Any organisations that submitted their paperwork prior to the coronavirus restrictions coming into play will be contacted upon the processing of their applications. Those with existing cards will be able to access our facilities from now. However, any new cards for staff will be sent out in due course.

While we will aim to process applications as soon as possible, please be understanding that delays may arise due to our remote working practices at present.

Can I use my CAP organisation card to bring service users to activities at this time?

Previously you would have been able to bring service users along to activities using your organisation card for them to gain access. In line with the current coronavirus guidelines, Edinburgh Leisure are only accepting an individual customer visit per booking.

If you wished to support a service user to access our activities – both you and the service user must pre-book a space online individually in your chosen activity. If they have a valid CAP individual card, they will have an online account (see earlier advice).

If however, they don't have an individual CAP card or, other Edinburgh Leisure card or membership, a pay as you go account can be created. For more information on PAYG [click here](#). Please note, that the CAP pricing structure would not apply to a pay as you go account.

Can I still refer my service users for CAP individual cards?

Unfortunately, not at this time as we have frozen new individual CAP card referrals. There is currently a backlog of referrals due to the disruption in service that has to be cleared before any new applications will be accepted.

Any applications we receive will be kept but will not be processed until the new application start date.

Please note that CAP will not accept any paper referrals for Individual Cards moving forward. Electronic applications are available from our team at active@edinburghleisure.co.uk

If you have any questions please contact me at philtrodden@edinburghleisure.co.uk or our Active Communities Advisor team at active@edinburghleisure.co.uk

