

Riverside Leisure Centre

Visual guide for adults and parents

A story with pictures to help you learn about the centre.



This leisure centre is run by Chelmsford City Council.

The address is Riverside Leisure Centre, Victoria Road, Chelmsford, CM1 1FG.

The telephone number is 01245 615050.

The website is www.chelmsford.gov.uk/riverside

If you would like a printed copy of this, please email riverside@chelmsford.gov.uk or phone us. You will need to give us your address so that we can post it to you.

This visual guide is split into different sections.

This means you can choose to go to the section that interests you.

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Map of leisure centres run by



Section 1 – Getting to Riverside Leisure Centre

If you are driving here, you can follow the brown tourist signs. These show an ice skate for the centre and are on all major roads into and around Chelmsford.



You can also use the train or bus to get to Riverside Leisure Centre as it is near to the station.



← Train station



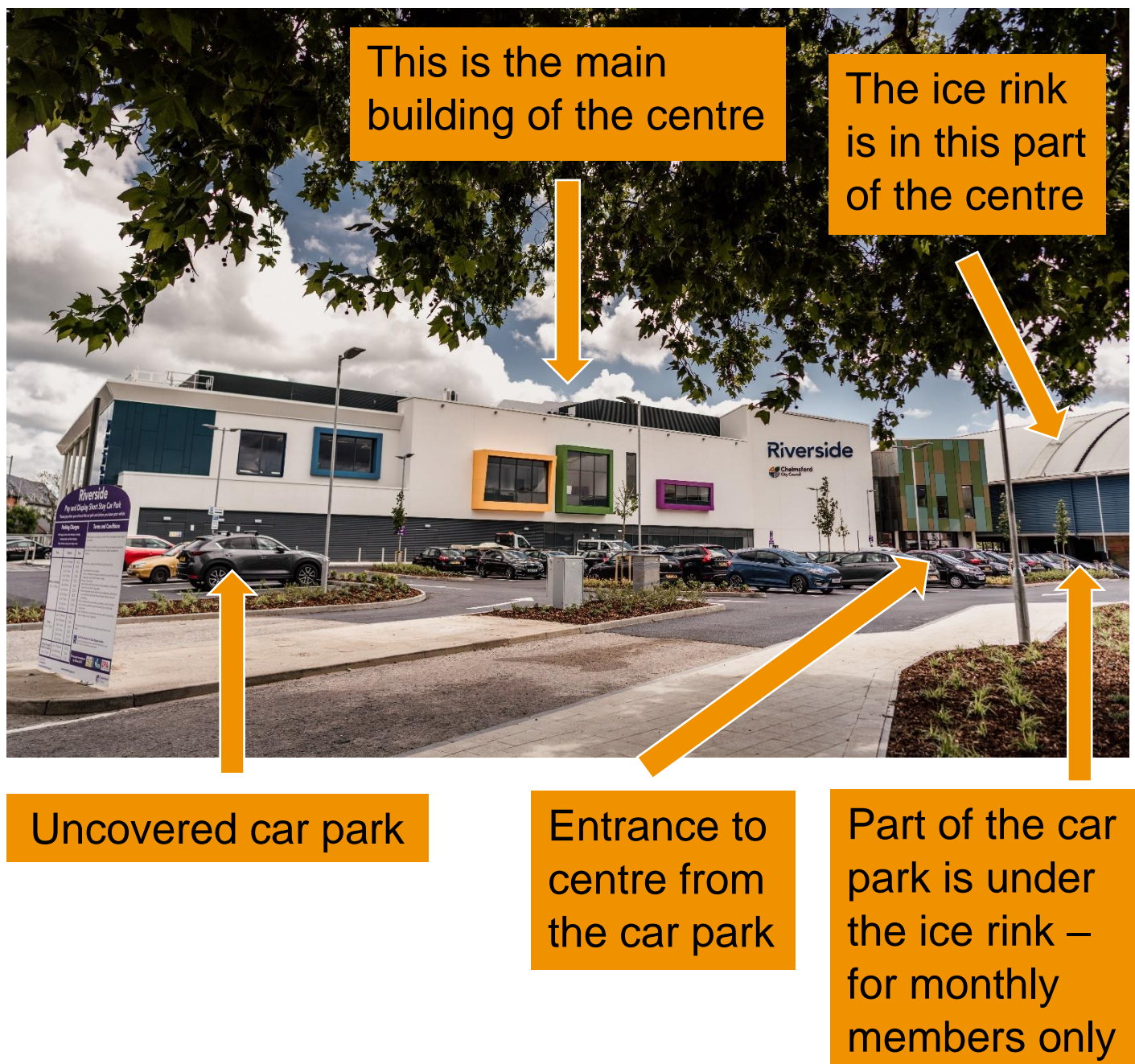
← Bus station

It is around a 5 minute walk to the centre from the train and bus stations.

You will need to walk up Victoria Road.

You will pass the Police Station - this will be on your right.

Keep walking down Victoria Road until you see Riverside Leisure Centre. The centre will be on your right. It is opposite the Riverside retail park.



Section 2 – Car park

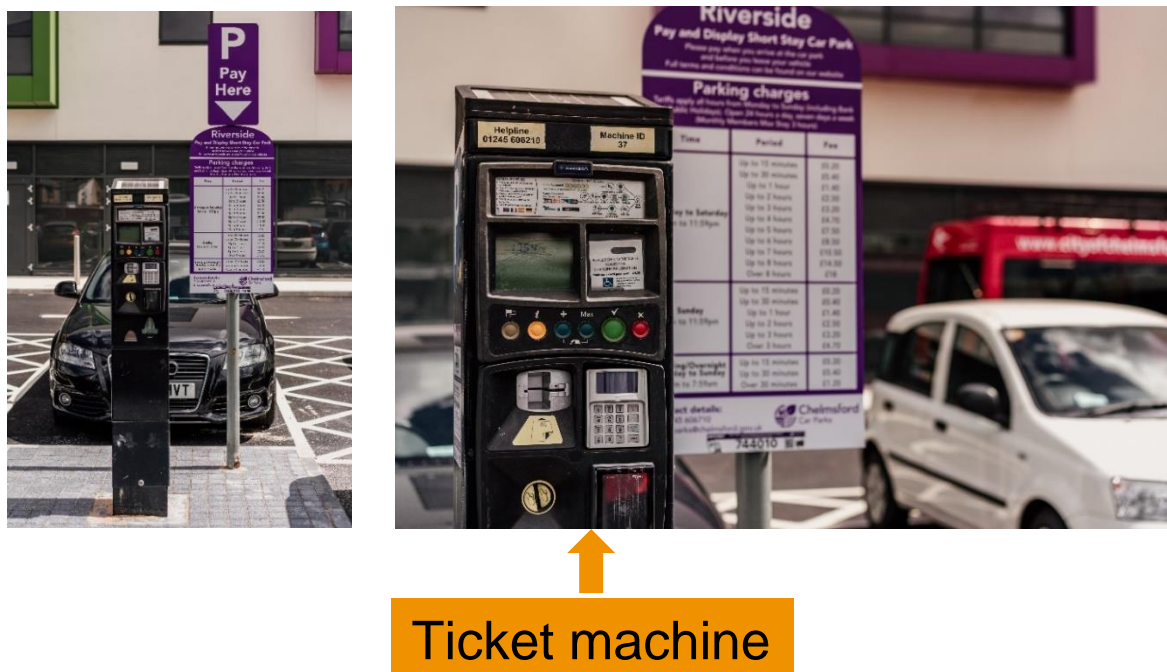
The car park is in front of Riverside Leisure Centre.



You can enter the car park from Victoria Road.
The car park has a one-way driving system.

Car park tickets

You need to display a parking ticket in your windscreen.
Tickets are available from machines in the car park.



You can use 5p, 10p, 20p, 50p, £1 and £2 coins to pay.
You can also pay by debit card.

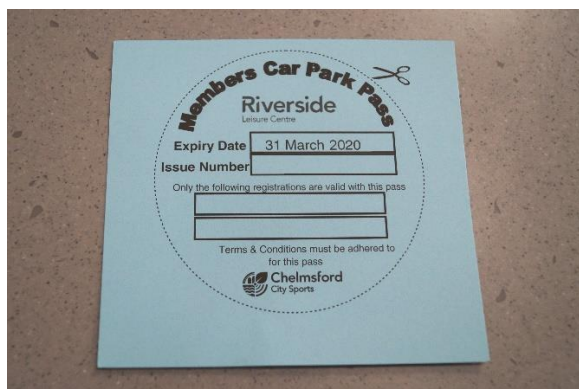
If you buy a ticket, you must display the first part clearly in the windscreen of your car.



Display your
ticket clearly
in the car
windscreen

If you are going to use the centre and have an ourChelmsford card, you can get some money back for the cost of your parking. A refund for the first hour of your parking will be taken off your admission fee. You must give reception the second part of the ticket for the refund.

If you are paying for a monthly membership by direct debit you will get a car park pass. You do not need to buy a ticket if you have one of these. This pass must be displayed in your windscreen. It needs to be renewed every year before the end of March.



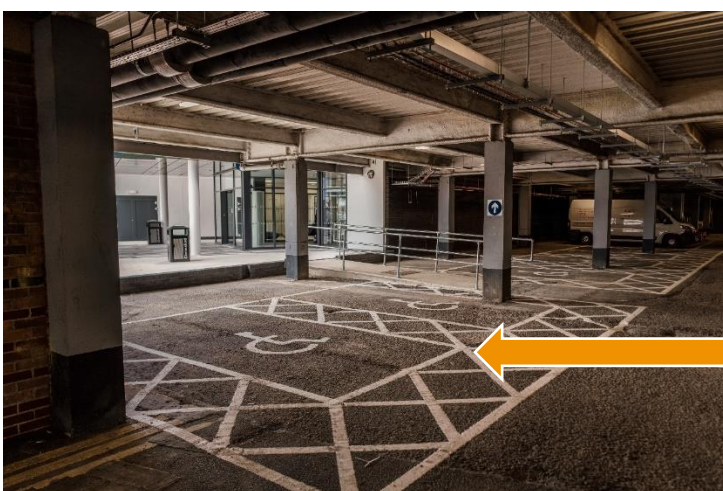
You also do not need to buy a ticket if you have a blue badge. Make sure it is clearly displayed in your car windscreen.



Accessible parking bays

There are 13 accessible parking bays in the Riverside car park. These are in two different areas of the car park.

6 of the accessible parking bays are next to the centre. These are in the covered parking area and are for members only.



Accessible parking bay

You will need a blue badge to park in these. A blue badge will give you 3 hours of free parking.

There is a barrier entry system to get into this part of the car park. You will need to use your ourChelmsford wristband or card to get in.



This barrier moves up and down

There are 7 more accessible parking bays. These are in the uncovered short stay car park area.



Accessible parking bay

There is also a drop off area. You cannot park your car here and leave it unattended.



Drop off zone

Section 3 – Getting into the centre

Riverside has 2 accessible entrances. These have low sloped ramps.

There are automatic entry and exit doors. These open as you walk towards them. They will not hurt you.



These open and close automatically

From the car park, walk towards the green box that sticks out from the building. There is an entrance underneath.



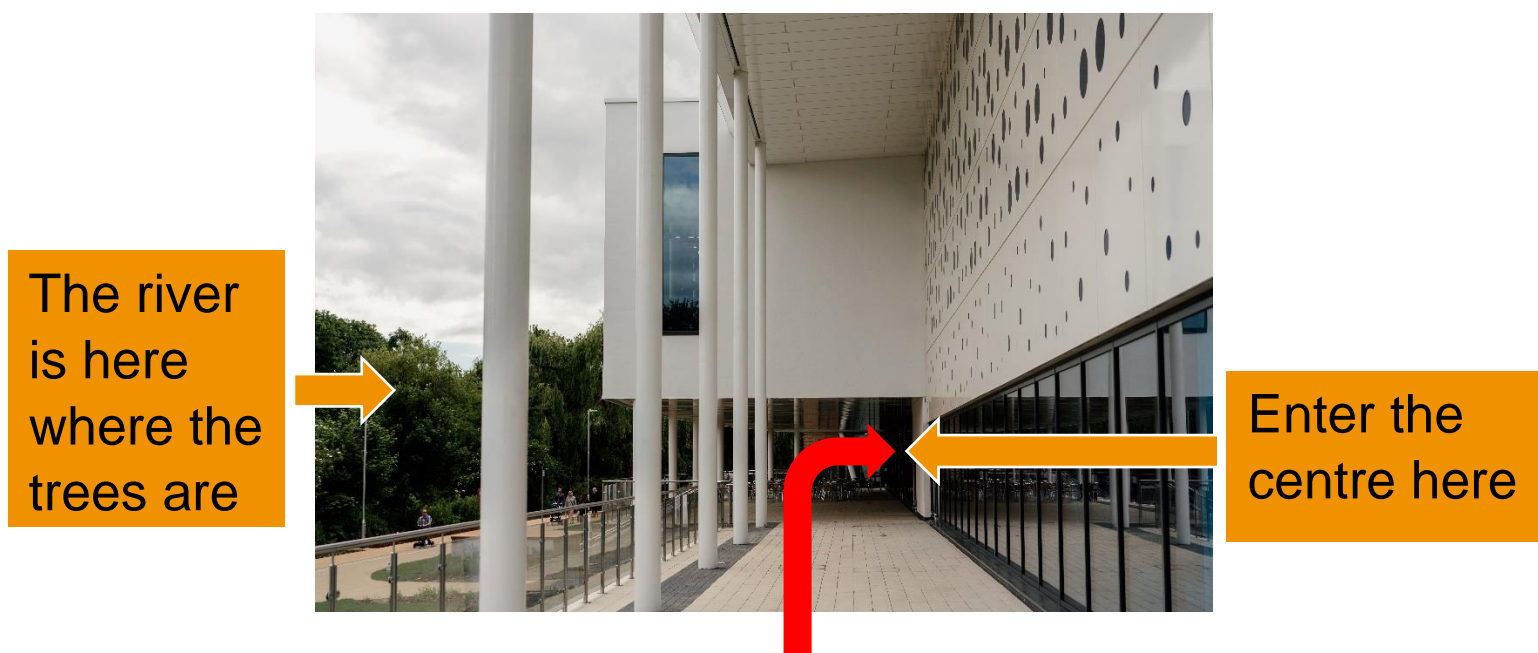
Entrance

There is also another way in. From the car park, you can walk left around the building.

You will go past the blue pool windows and bubble walls.

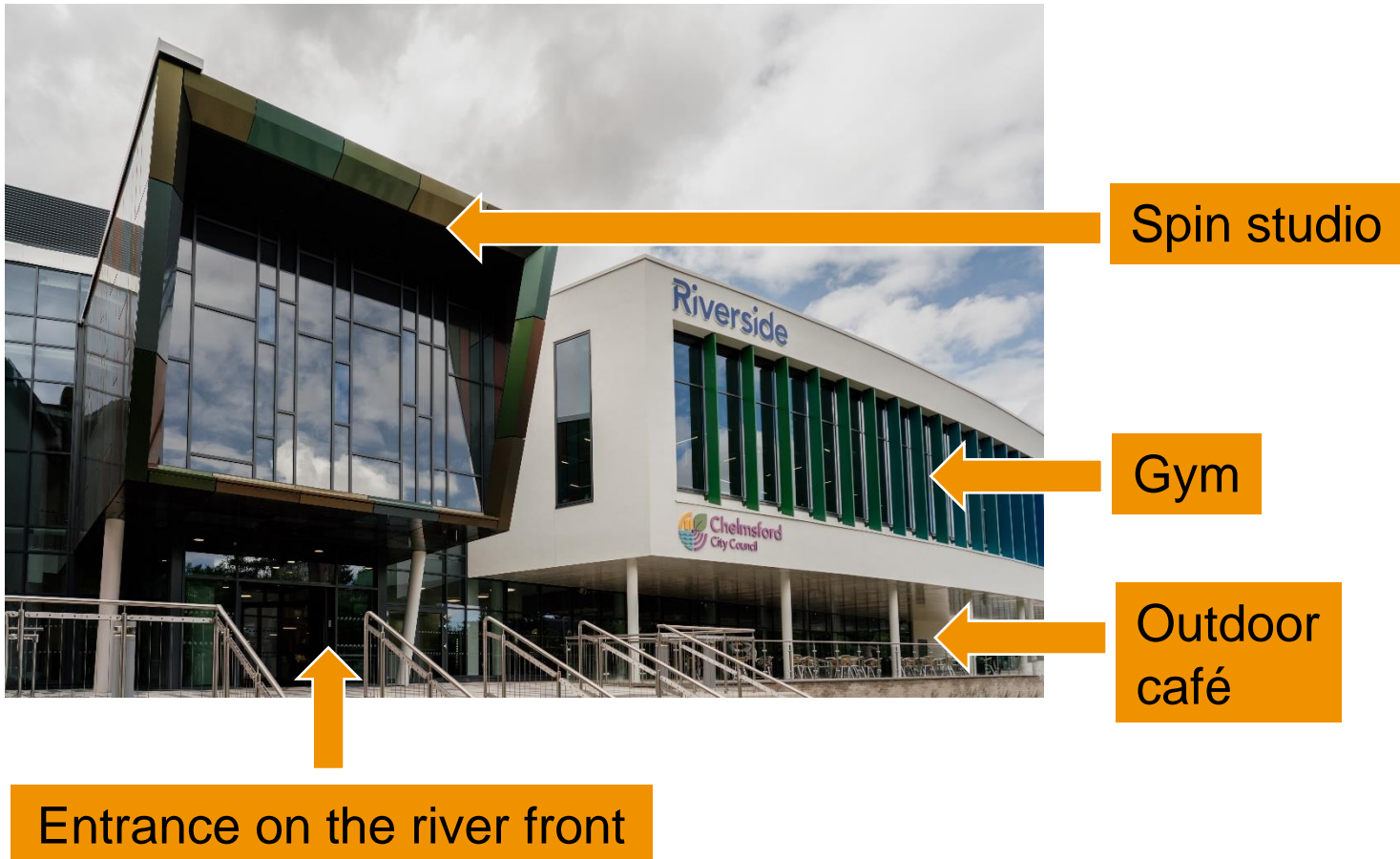


You need to turn right when you see the river in front of you.



This is the entrance you will use if you are walking to Riverside Leisure Centre after shopping in town.

It will bring you into the ground floor of the centre, by reception.



The spinning studio is in the green box with windows above the river front entrance.

The gym overlooks the river and has windows with the green and blue coloured sections. Both the gym and spin studio are in the green zone on the first floor.

The outdoor café is sometimes open with tables and chairs outside. It is under the gym. You will need to go inside to buy your food and drinks first.

Section 4 - Reception

The reception desk is in a large open area. It can get a bit noisy here.



Café

Lowered section

Queueing area

If you are in a wheelchair, there is a low-level section on the reception desk.

Ropes are used to control the queues waiting for reception. Please wait to be called to a till point.

We have lots of friendly staff who can help you. Our staff have received training to understand the needs of all our customers. All staff are in uniform with Riverside on it.



You can book and pay for activities here using cash, debit and credit cards.

Registered carers can come for free when accompanying a paying customer.



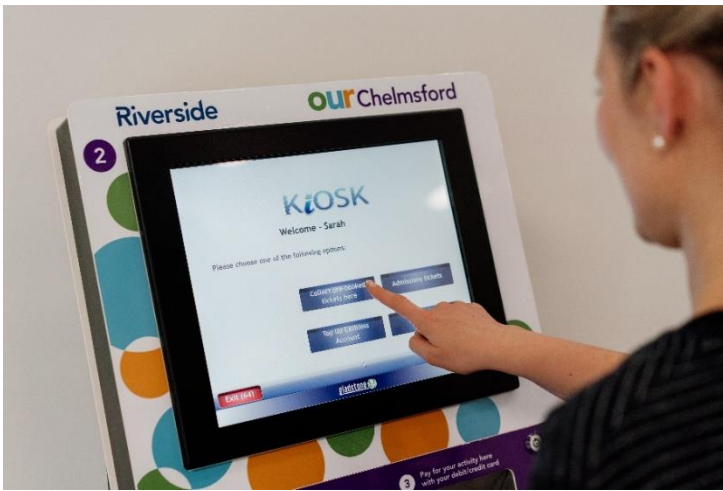
Induction loops are fitted here for people who have hearing loss or hearing impairment.

Please ask us if you need a pen and paper to help you communicate with us.

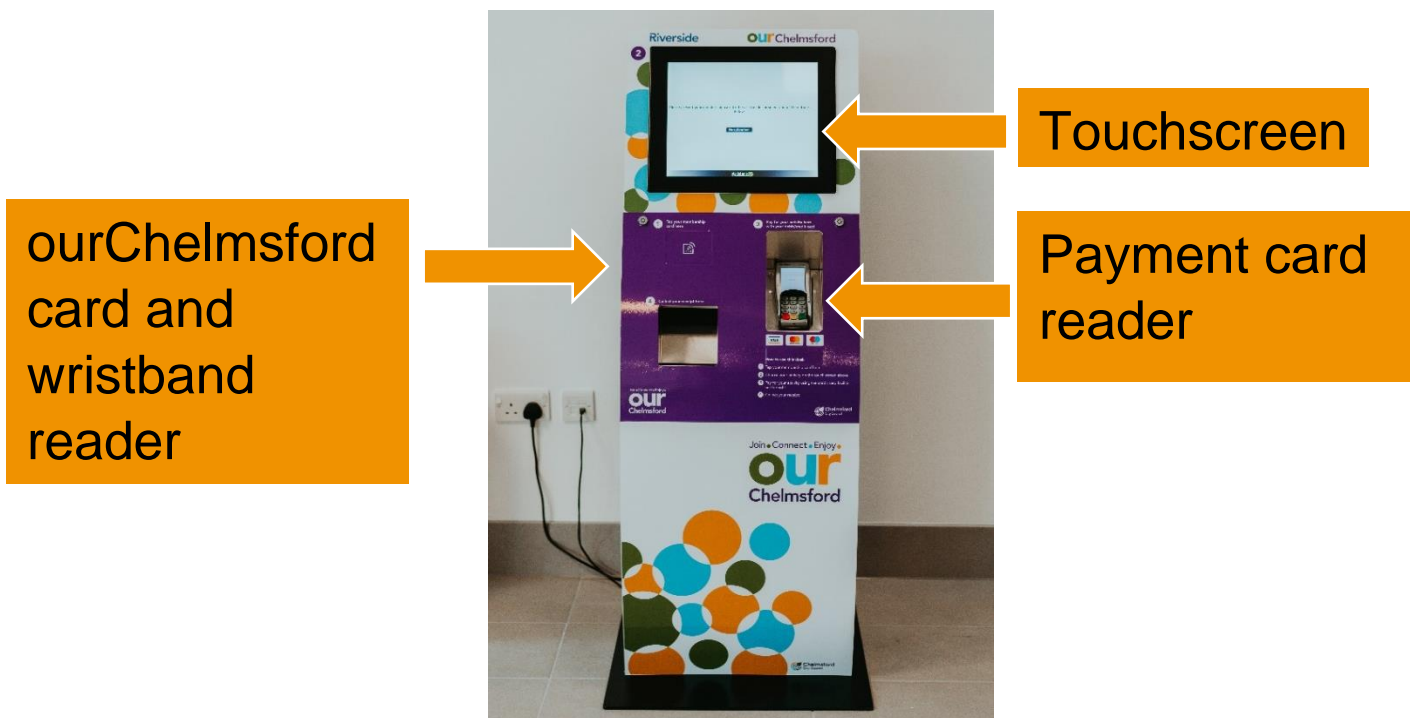


Our centre is also covered by CCTV for the safety of our customers and staff.

There are 3 self-service touchscreen kiosks in the centre.



2 of these are located inside near the car park entrance.
 1 of these is located near the creche and reception.
 You can use these to book and pay for activities including public swimming and ice-skating sessions, patch ice sessions, the gym and exercise classes. This means you do not need to queue up at reception to get a ticket.



Use your ourChelmsford card or wristband on the kiosks. You can choose to buy an ourChelmsford waterproof wristband. These are handy if you use the centre a lot.



Waterproof
wristband

You can get a free ourChelmsford Lite card from reception. You will need to give them some personal details like your name, home address, telephone number and email address.

Section 5 – Getting around the centre

At reception there are wide automatic barriers that you can pass through using your ourChelmsford card or wristband. These will not hurt you.



Door barrier suitable for wheelchairs and buggies



Turnstile barrier suitable for people walking through



Touch your ourChelmsford card, wristband or a bar code ticket on this button

You will be issued with a ticket with a barcode if you are not an ourChelmsford card holder. You will need to use this ticket to get through the barrier.

Ground Floor

The swimming pools (in the blue zone), soft play and creche (in the orange zones), as well as the café are all on the ground floor. Look out for the signs with arrows that will show you how to get to each area.



The ground floor has toilets, including 3 accessible toilets. There is a Changing Places unit in the pool changing area.

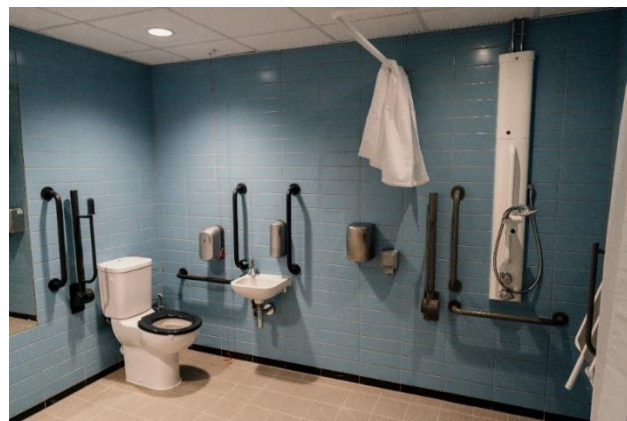


**Accessible
WC**

Please remember, not all
disabilities are visible.



**Changing
Places**



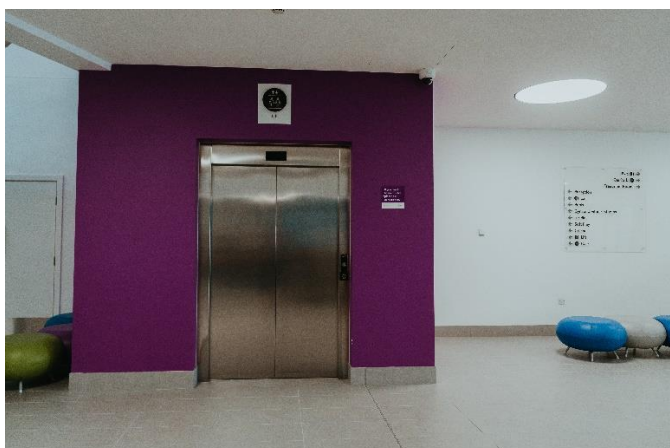
The ice rink (in the purple zone), sports hall (in the green zone), gym and exercise class studios (in the green zone) are all on the first floor.

The first floor also has toilets, including 3 accessible toilets, a changing area and a changing places unit.

Purple Zone

The ice rink is in the purple zone on the first floor.

You can get to the ice rink by using the purple lift or stairs on the ground floor.



You will need to let reception know if you need to use the purple lift. Reception will put a special code on your ourChelmsford card. This will mean you can use the lift whenever you come into the centre.

The purple lift can fit larger adapted wheelchairs, specialist sports wheelchairs as well as standard wheelchairs. A helper will also fit in the lift with the wheelchair user.

Green Zone

The sports hall, exercise studios, spin studio and gym are on the first floor in the green zone.

You can get to the green zone by using the green lift or stairs. These are near the swimming pools entrance.

You will need to go through the barriers to get to these stairs and the green lift.



Anyone can use the green lift. You do not need to get a special code on your ourChelmsford card to use it. This lift can only fit a standard wheelchair.

Section 6 – The Café



The café is on the ground floor.

The café can get busy with lots of people. You may hear lots of sounds and smell different foods in this area.



Learner pool
viewing windows

Main pool
viewing windows

You can also watch swimming lessons from the café.

There is a counter as you enter the cafe where you can choose and pay for your food and drinks.

You can pay by cash, by credit card or debit card.



There is a wide range of food and drinks available including gluten free options.

Menus are there to help you choose what you would like to eat or drink. These are also available in large print.



There are tables and freestanding chairs to sit at. These can be moved to allow space for wheelchairs or buggies.

Some tables and chairs are inside the café and some are outdoors on the terrace. The terrace is fully accessible and easy to get to from the café. Please note the outdoor café seating area is not always open.



If you need help you can ask a member of café staff.



Section 7 – Swimming Pools



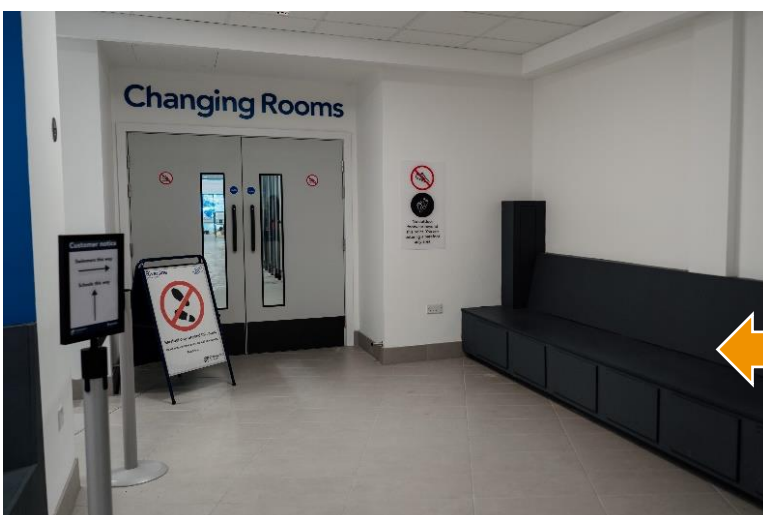
The swimming pools are on the ground floor in the blue zone. If you want to go swimming, follow the signs to the pool to get to this wall.



Bench

The pools are a barefoot area. You will need to take your shoes off before going into the pool changing rooms.

There are grey benches for you to sit down on.



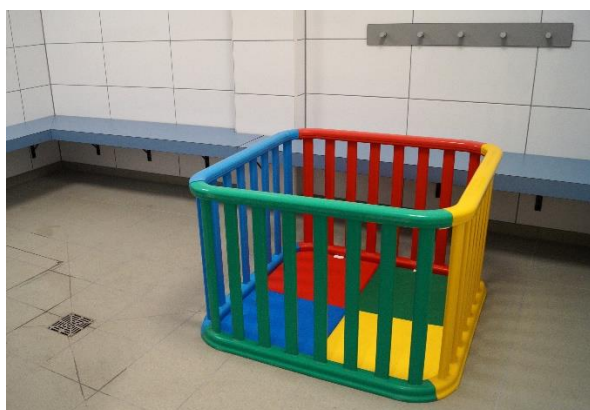
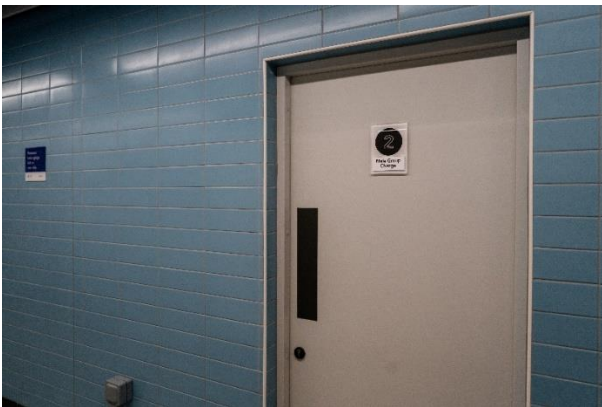
More benches

Changing cubicles

The changing rooms have single and larger family changing cubicles.



If there is a group of you, especially if you are with young children, you can use male and female group changing. During some sessions these will be closed for school use only. The sign on the door will change to tell you this.



Baby changing facilities

There are drop down baby changing benches, as well as baby pens available in the changing areas. Look out for baby change signage.

The accessible changing rooms also have baby changing facilities.



Toilets

There are male and female toilets in the poolside changing rooms. To get to them, go through the changing rooms and turn left at the main open showers.



There is an accessible toilet in the pool changing rooms.
Turn left as soon as you go through the entrance doors.

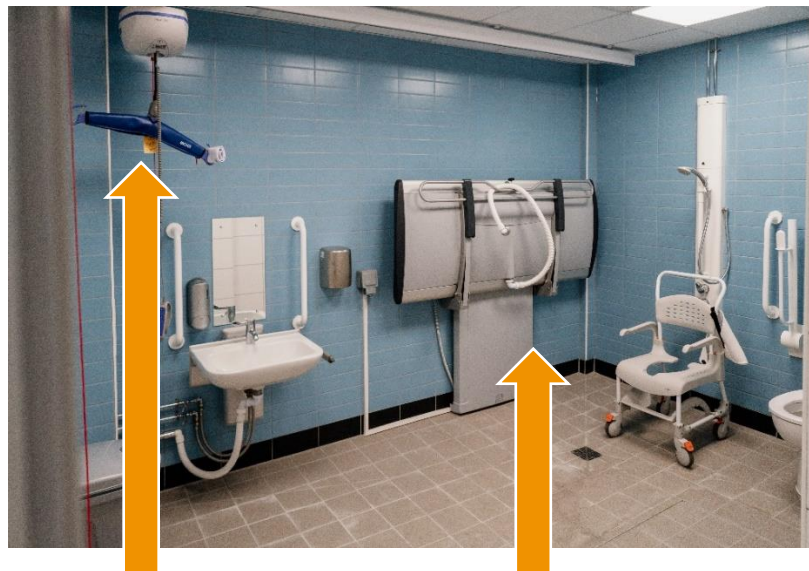


Changing Places

One of our two Changing Place units is in the pool changing area. This has a fold down adult changing table and a portable hoist.



Changing
Places



Portable hoist

Fold down
adult changing
table

Open showers

There is a main open shower area for you to use before you go into the water. Please leave your swimming costume on when using these showers.



Fold down
shower chair

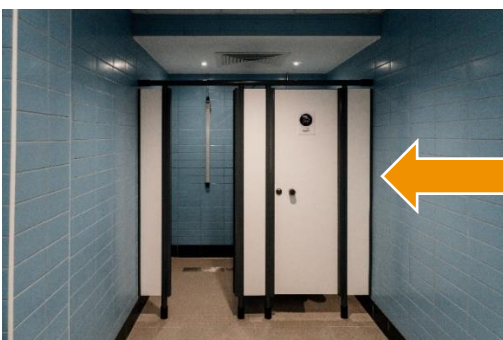
Private showers

There are 2 options if you would like to remove your swim wear to wash yourself or children you are with.

There are showers in the female and male group changing rooms. You can bring children of the opposite gender into the group changing rooms with you. This helps adults with children of different genders to wash and change:

- boys up to 8 years old into the female group change
- girls up to 8 years old into the male group change

There are also 2 single private showers near the toilets.



Private showers

Storage lockers

There are storage lockers, including low level and larger lockers, in the changing area for your clothes and personal items.



Tall lockers,
ideal for
prosthetics or
hanging clothes

Large lockers,
ideal for families

Low level lockers

To use them you will need a £1 coin. Once you have put your things in the locker, insert the coin and lock the door.

Don't forget to keep the locker wristband, which has your key attached, with you whilst using the centre.



Your locker number
is on the wristband
(in case you forget it)

When you unlock the locker your £1 coin will be returned.

There are signs in the changing rooms which show the rules for customers to follow.

Changing Room Rules

For your enjoyment and for the safety



All property is left at owners risk. Do not leave clothes and bags in cubicles.



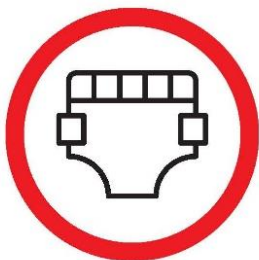
Remove all jewellery, badges and other sharp objects.



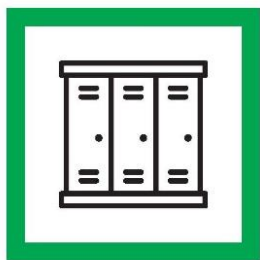
No photography or video permitted.



No shoes in pool changing rooms and on poolside.



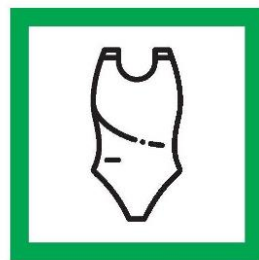
Children not toilet trained must wear swimming nappies. These are available at reception.



Always use a locker.



Shower before and after using the pool.



Swimwear must be worn at all times.



Ensure children are supervised when using changing room.



Barefeet only in poolside changing rooms and on poolside.

The centre follows safety guidelines which explain how many children can accompany an adult. Please check these carefully before you go swimming.

Pool Admissions

Ratios for Main, Learner and Splash Pools



or



Under 4 years

One adult can accompany one child with no buoyancy aids (e.g. armbands) OR one adult can accompany two children both wearing buoyancy aids.



or



4-7 years old

One adult can accompany two children with or without buoyancy aids.

Age limit for Splash and Learner Pools:



For the enjoyment and safety of younger children and babies, these pools are for children up to 8 years old with an accompanying adult.

There are rules that need to be followed in the swimming pools. These are to keep you and others safe.

Poolside Rules

Please respect others right to have a safe and pleasant swim



No food or drink.



No glass or plastic that can shatter.



No running.



No shoes in pool changing rooms and on poolside.



No pushing.



No acrobatics.



No dunking or bombing.



No masks or snorkels allowed.



Pool depth changes in the main pool.



Be careful, wet steps and floors.



CCTV in use on poolside.



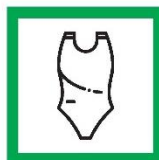
Shower before using the pools.



Please tell a lifeguard if you have seizures and epilepsy.



Barefeet only in poolside changing rooms and on poolside.



Swimwear must be worn at all times.



Under 8's must be accompanied by an adult at all times.



Watch your children at all times.



Variable pool depths in operation. Check depth signage before diving.



Fins and paddles can be used at discretion of lifeguard.

There are 3 swimming pools at Riverside.
The main pool, the learner pool and a sensory splash pool.

The Main Pool

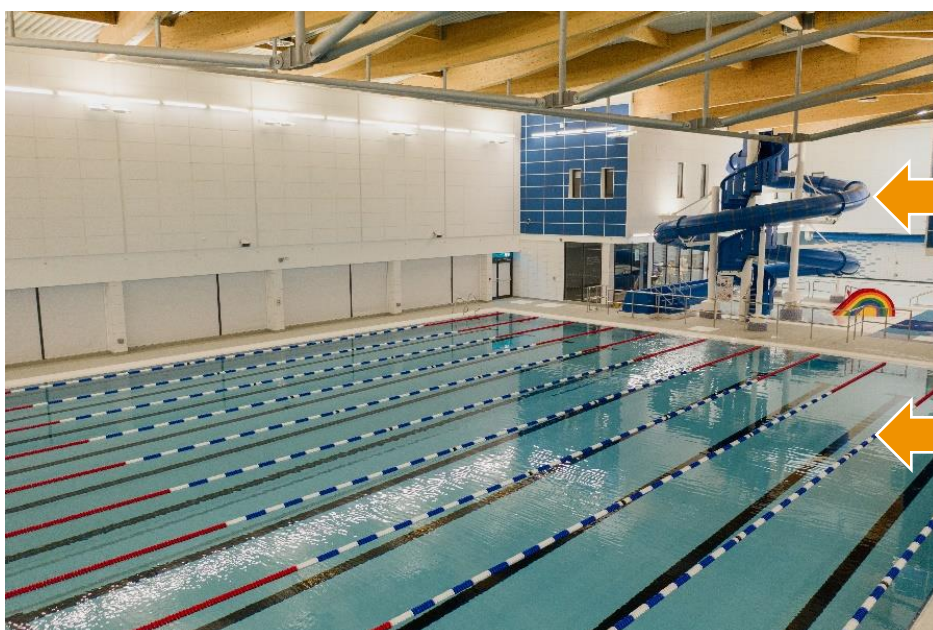
The main pool is 25 metres long and 22.5 metres wide.

It has 10 lanes running the length of the pool. The number of lanes in use changes depending on the session type.

Lane ropes and flags can be used down the length of the pool, as well as across the width of the pool.

When the ropes are being used, they will show you how much space you have for swimming.

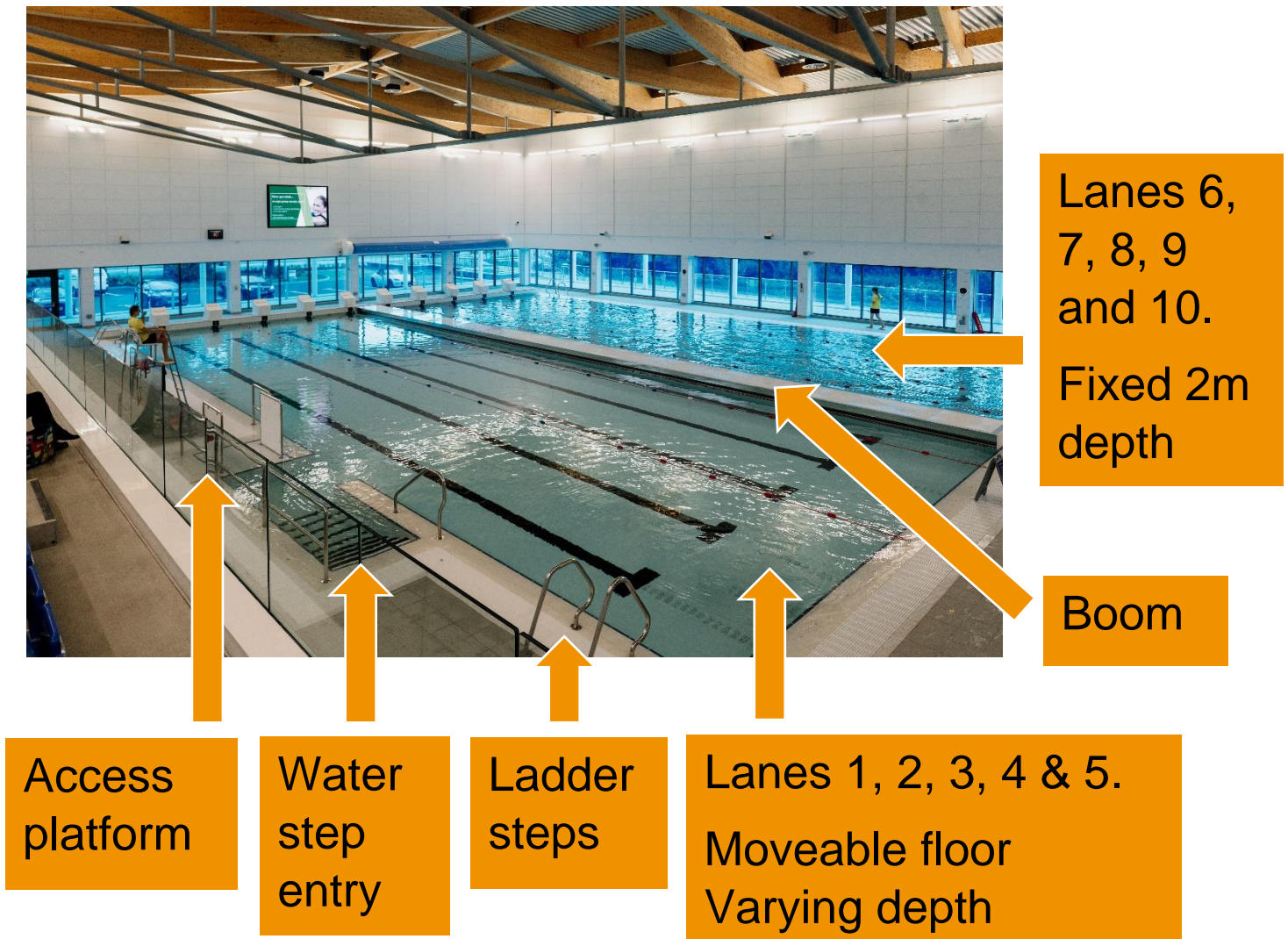
This photo shows the main pool when all 10 lane ropes are in place. The boom is also submerged into the floor of the pool so you cannot see it. The moveable floor has been lowered so that it is level with the fixed floor making the water depth 2 metres in the whole pool.



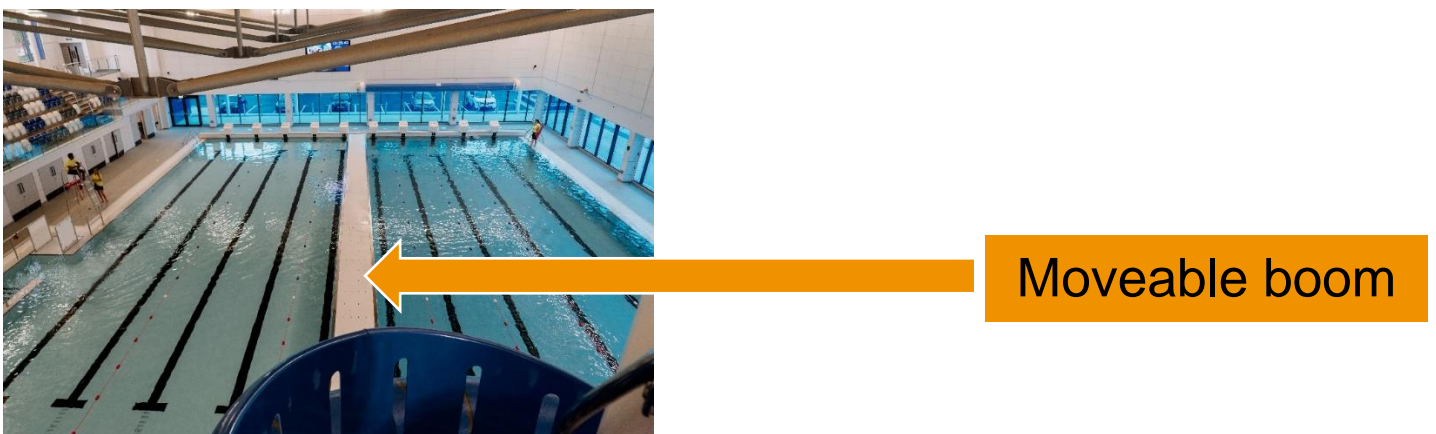
Flume

Lane ropes

The water temperature ranges between 28°C and 30°C.
It can feel a bit cold for young children.



There is a boom which lifts and drops down to divide the pool into 2 parts. The boom is not always up. Only lifeguards and swimming instructors are allowed to walk on the boom.



Main Pool - Lanes 1 to 5

Half of the main pool (lanes 1, 2, 3, 4 and 5) has a floor that can be moved up and down. This means we can change how deep that part is for different sessions when the boom is up.

The maximum depth is 2 metres. It is often raised to 0.9 metres for swimming lessons and some sessions.

There are different ways to enter the pool depending on your mobility, access needs and water confidence. You can find out how deep the moveable floor section is by checking the digital display on the wall.

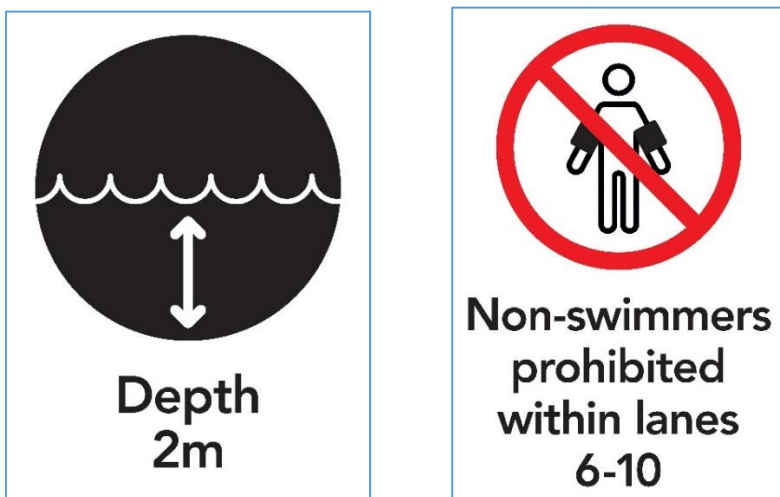


Main Pool – Lanes 6 to 10

The other half of the main pool (lanes 6, 7, 8, 9 and 10) is 2 metres deep throughout. This cannot be changed. It has a fixed floor depth.

This means non-swimmers (children with armbands or swim aids) are not allowed in this part of the pool for their safety.

Look out for signs on the walls in this part of the pool area.



Most of the main pool is deck level. This means the top of the water and pool edge is the same level as the floor, making it easier to slide into the pool.

However, there is one end which has raised starter blocks which are used for competitions.



Starter
blocks

A deck level pool is where the edge of the pool is level with the top of the water

Getting into the water

You can use different steps to get into the pool.

One set is graduated steps that go into the water. These are easier to use if you are carrying young children or helping someone else into the water.

The other steps are a vertical ladder.



To help people with restricted mobility, there is an accessible platform that can go up and down into the water. There is also a pool pod.



Please ask a lifeguard if you need any help. You can easily spot the lifeguards. They have bright yellow tops and blue shorts.

The lifeguards will be watching the water to keep swimmers safe. Some of the lifeguards will be sitting in high level chairs. This gives them a better view into the water. Other lifeguards will be walking up and around the side of the pools.



Lane swimming

Some of the sessions in the Main Pool are called 'Lane Swimming'. This means the pool will be split into lanes using the lane ropes.

When people swim in these lanes, they will need to swim in a certain direction - this will either be clockwise or anti-clockwise. There will be a sign with arrows to explain which direction that lane is going.

There are also 3 swim speeds to make sure people aren't bumping into each other.

If you are there for a gentle swim, make sure you use the 'slow lane'.

The 'medium lane' is often used by people who are doing breaststroke and/or are swimming up and down for exercise.

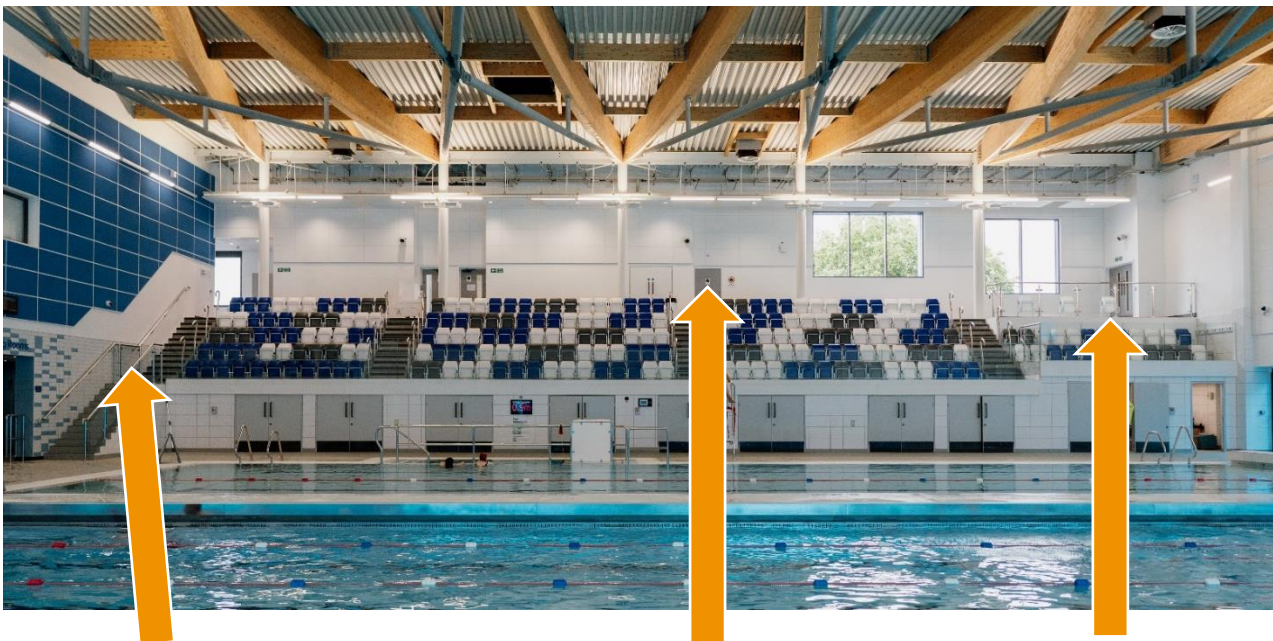
Swimmers in the 'fast lane' are often very strong swimmers doing front crawl. This can cause some splashing.





Spectator viewing

A set of stairs leads to the large pool viewing gallery. The gallery holds 300 people.



Stairs to spectator seating

Accessible toilet for spectators

Accessible viewing area

You can only clearly see the main pool from the spectator gallery. People sit here to watch competitions, galas and swimming lessons.

There is also an accessible viewing area and an accessible toilet nearby.

You can get to it by using the green lift up to the first floor.

When you are on the first floor, follow the corridor round to the left past the exercise studios to get to the spectator viewing area.

The accessible viewing area is down at the far end.



Spaces for
wheelchairs

Chairs for
helpers

Flume

There is a corkscrew flume between the main and learner pool. It is only open during certain times.



Spiral stairway to get to top of flume

Go to the area by the splash pool and up a spiral staircase. A lifeguard will be at the top to control people going into the flume.

You need to be 1.2 metres tall to use the flume. Use our height board with Sheldon the turtle to measure your child.

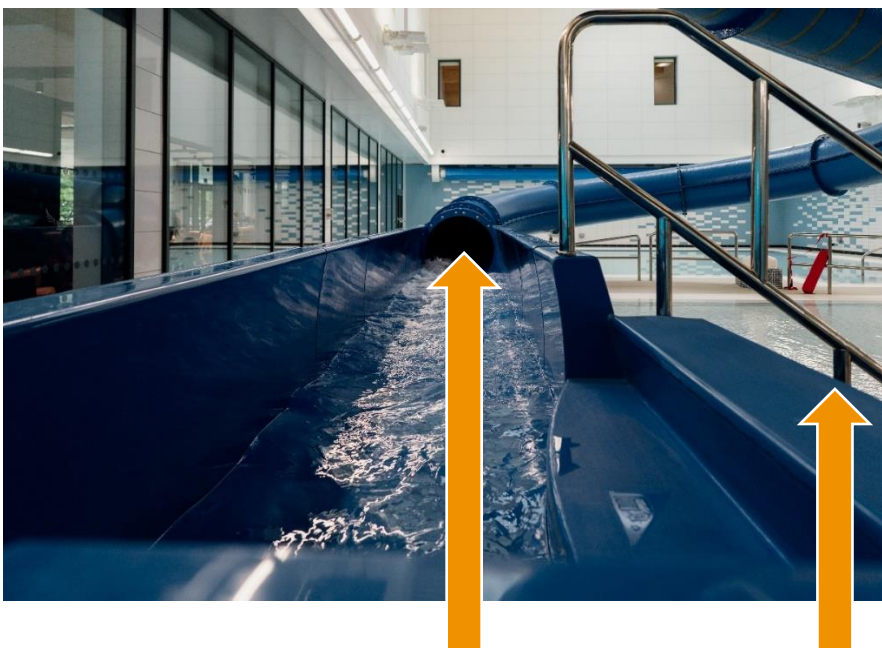


The flume is an enclosed slide with running water flowing down. This will help you move along it. Once inside it will be dark.

There are clear sections on the flume tube to let some light in. This can give a strobe effect when you go down it, making it dark, then light, then dark again. We therefore recommend that you do not use the flume if you have photo sensitive epilepsy.

To watch a video of the flume ride, visit our website www.chelmsford.gov.uk/flume

You will come out of the flume into a tank of water. There are steps at the end which you will use to get out of the flume tank.



You come out of
the flume here

Steps to
get out

There are rules to keep you and other people using the flume and pools safe. Please read and follow them carefully.

Flume Rules

For your enjoyment and safety



Don't stand up.



Don't kneel.



Don't stop yourself.



Don't play on the steps.



Minimum height to use the flume is 1.2m.



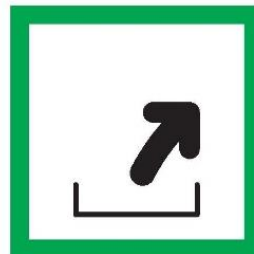
Be careful. Wet steps and floors.



One person in the flume at a time.



Slide feet first, on your back or in a sitting position.



Leave the flume pool immediately.



Always listen and do what the lifeguards ask.

The Learner Pool

The learner pool is 11m long and 9m wide.

It is 0.7m at the shallow end and 0.9m at the deepest end.



The water temperature is warmer in the learner pool than the main pool. It ranges between 30°C and 32°C so is better for babies and young children.

The learner pool has stair entry and a pool pod available.



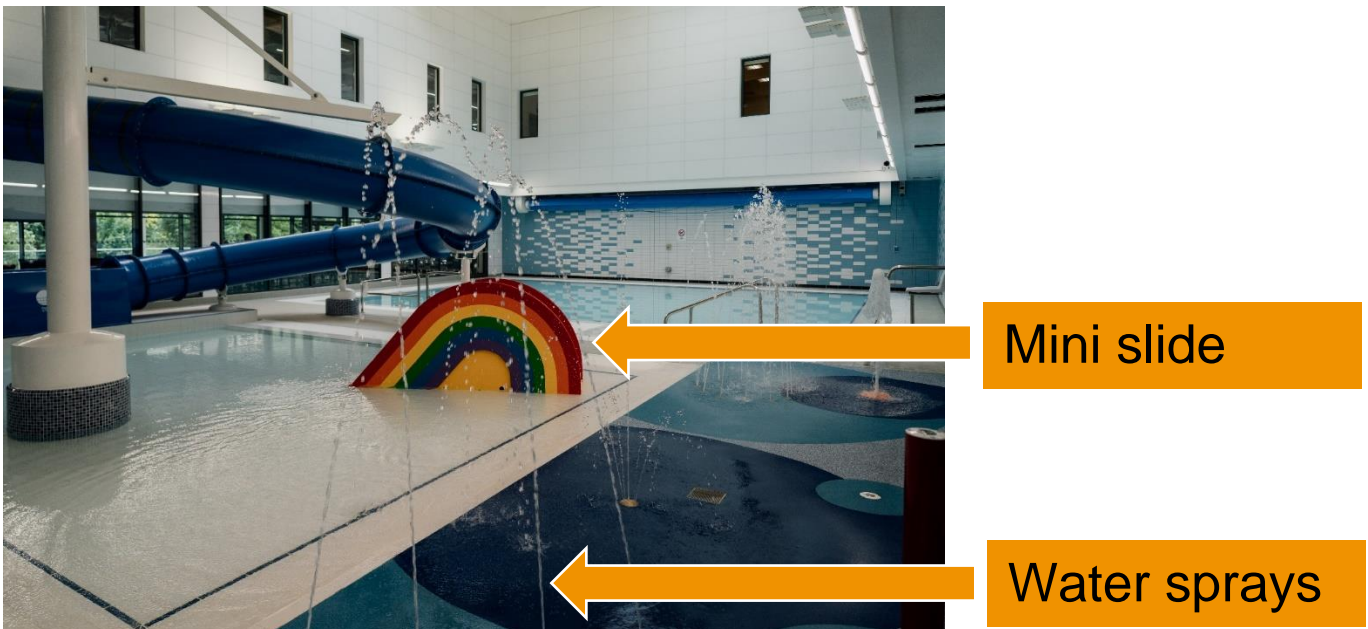
Sensory Splash Zone

The sensory splash zone is between the main and learner pool.

The splash pool is approximately 7m long and 6m wide.

It is between 0m to 0.4m deep.

Only children aged 8 and under can use the splash zone, with accompanying adults.



The sensory splash zone includes pool cannons, a mini slide and sprays. You get in by walking down a slope into the water.

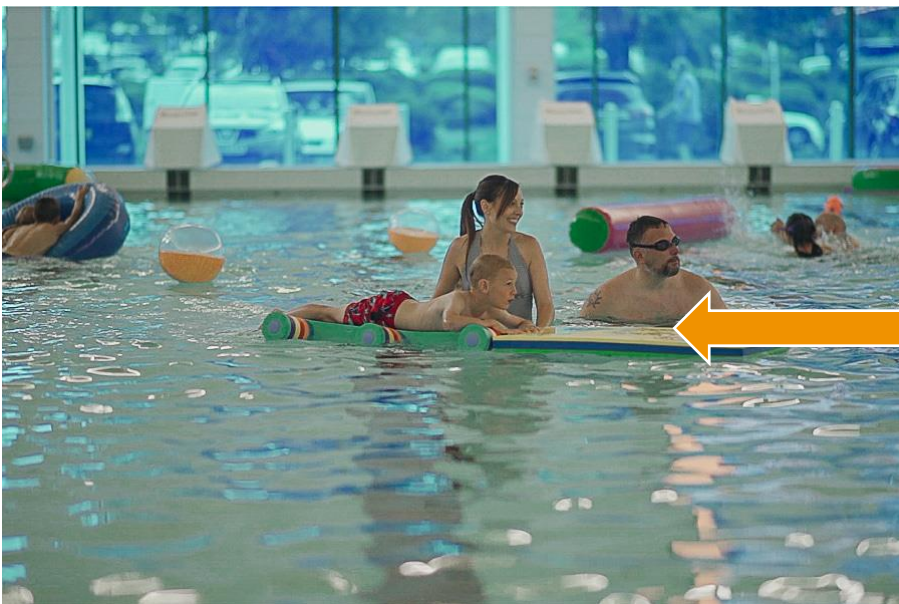
If you need any help in the pool complex you can ask any member of staff or a lifeguard.

Pool timetable

The swimming pools can get busy and noisy depending on the session. They are particularly busy during weekends and the school holidays.

There will be other people in the swimming pool that might splash you a little bit.

Some sessions have music and different lighting. There may be floats and toys in the water for you to use.



Floats

To find out about different sessions you can check our website or ask at reception.

web: www.chelmsford.gov.uk/swimming

Section 8 – Dry Changing

The dry changing is on the first floor near the gym. It is in the green zone.

There is a male group and female group changing area with benches to sit on.



There are toilets including an accessible toilet.

Male



Female



There is also a Changing Places unit nearby.



Changing
Places



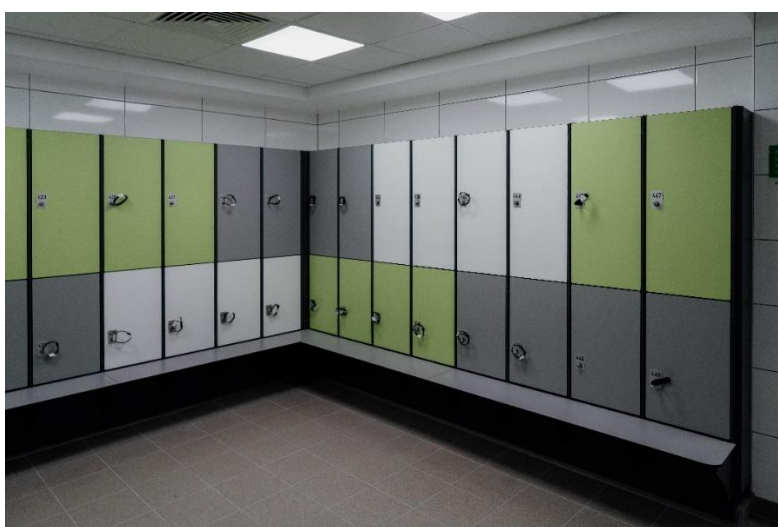
Hoist

Changing seat

There are single private showers.



There are storage lockers in the changing area including low level and large options.



To use them you will need a £1 coin. Once you have put your things in the locker, insert the coin and lock the door.

Don't forget to keep the locker wristband, which has your key attached, with you whilst using the centre.



Your locker number is on the wristband (in case you forget it)

When you unlock the locker your £1 coin will be returned.

Section 9 – The Ice Rink



The ice rink is in the purple zone.

If you want to go ice skating, take the stairs or the purple lift to the first floor. These are near reception.

Follow the signs to the ice rink to get to this wall.



Lift – you will need a special code to use this

Skate hire

Skate hire is located outside the ice rink entrance.



At skate hire you can hand in your shoes and borrow a pair of ice skates to wear on the ice. There is a charge for this that you will have paid at main reception. You can also bring your own skates for free.



You can hire skates from child's size 7 junior (24 EU) to adult's size 14 (42 EU). You may like to bring an extra pair of socks to make the ice skates more comfortable.

When you finish skating you will need to return your skates to skate hire and collect your shoes.

Lockers and benches

There are benches as you enter the ice rink for you to sit on to put on your skates.

The lockers take 50 pence coins. This is non-refundable.



What to wear when ice skating

It can be chilly in the ice rink, so you may like to wear warm clothes.

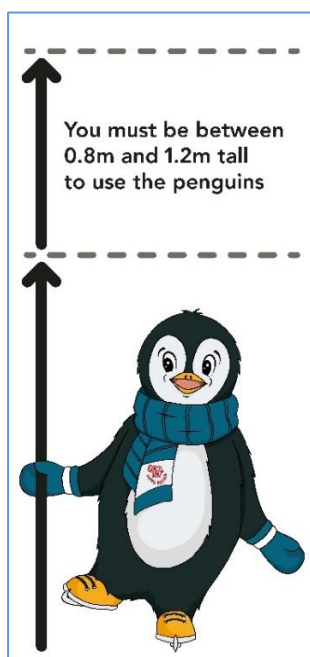
Please don't bring a hat or scarf as these can be dangerous if they fall on the ice.

Penguin aids

If children are a bit wobbly on the ice there are penguin aids. You can use these if you are between 0.8 metres and 1.2 metres tall.

There is a charge for this which you can pay by card or cash at reception or by cash only at skate hire.

Measure your child against Pops the penguin's height board in skate hire.



Access for wheelchair users

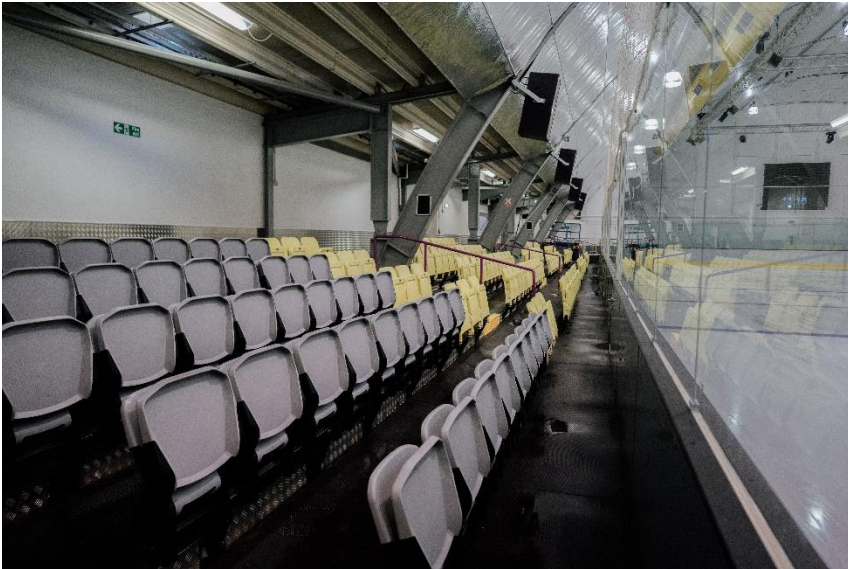
Wheelchair boards are also available on request. These are free of charge.

Wheelchair
board



Rink spectator seating

If you need to rest during your session, there is seating around the ice rink you can use. You can leave the ice at any time. Pull down the seat to sit on it.



Flashing lights and noise

Some of our ice-skating sessions such as the ice discos can be very busy and noisy. We play loud music and have flashing lights including strobes. This might affect someone with photo sensitive epilepsy. You can find out when these sessions are by checking the website or asking at reception.

web: [**www.chelmsford.gov.uk/iceskating**](http://www.chelmsford.gov.uk/iceskating)

Zamboni ice cutting machine

When lots of people have been skating on the ice it can become watery and uneven. To make sure it is safe to skate on, staff use a special machine called a Zamboni.



This machine is noisy. When it is being used no one is allowed on the ice. You will hear an announcement on the loud speaker system to tell you when they are going to cut the ice. This means they scrape the top layer off to make it smooth again.

Help on the ice

If you need help whilst in the ice rink you can ask an ice steward. They will be skating on the ice with a yellow jacket on.



There are rules that need to be followed in the ice rink.
Please read them carefully before your visit. These are to
keep you and others safe so you can enjoy skating.

Ice Rink Rules

For your enjoyment and safety whilst on the ice



Don't eat or drink.



No glass or plastic
that can shatter.



No smoking
or vaping.



Don't wear heeleys
or roller skates.



Don't use your
mobile phone.



Don't use headphones
or earphones.



Don't wear hats
or scarfs.



Don't carry children.



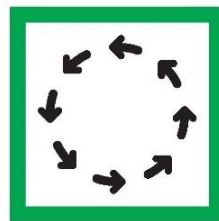
Don't skate in
a chain.



Use the lockers to
store your bags.



Ensure your skates
are laced up tightly.



Follow the direction
of skating.

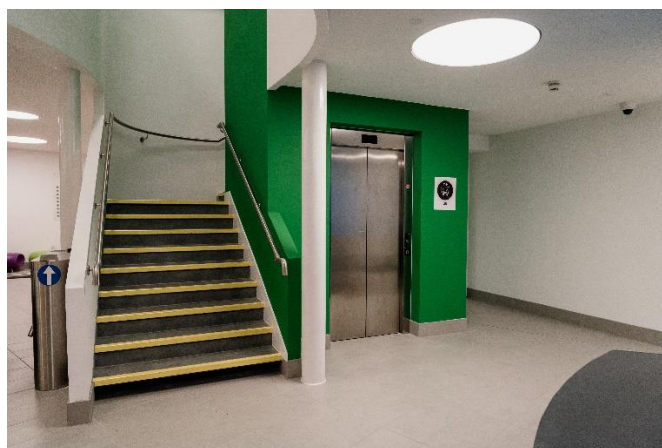
Section 10 - Gym and Exercise Studios



If you want to go to the gym or exercise studios they are on the first floor. You need to follow the signs to the green zone until you reach this wall.



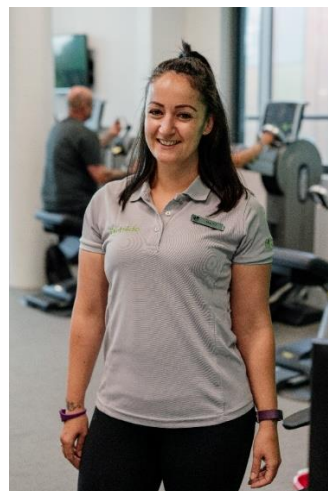
This can be reached using the stairs or the green lift.



There are a set of double doors to the gym. If you are a wheelchair user, you might need some help opening them.



There is a reception desk when you enter the gym. Please ask our gym team if you need any help during your visit.

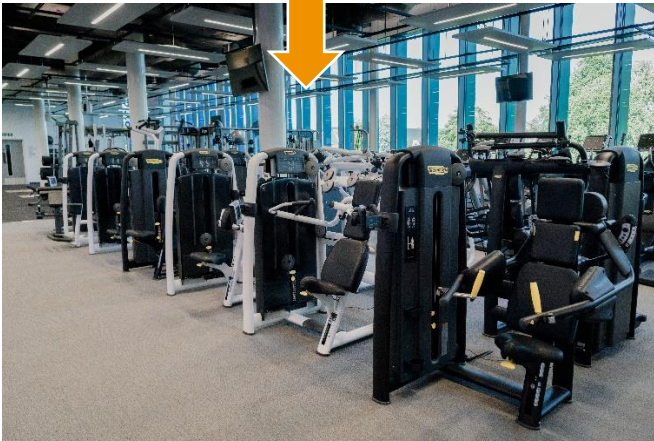


To get into the gym you will need to go through a door barrier system. You will need your ourChelmsford card or wristband to use on the reader.

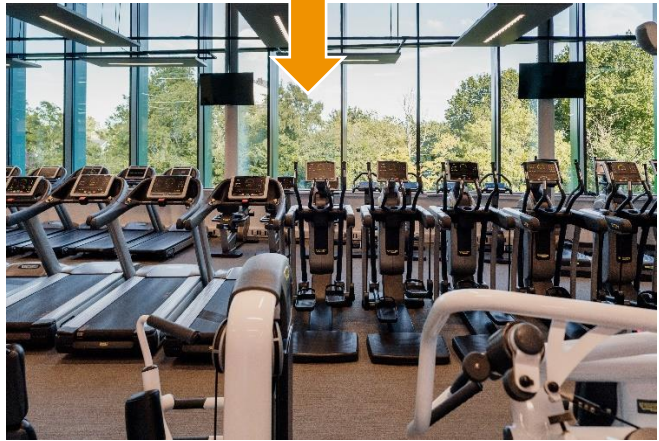


The gym is large with lots of different equipment inside. There are 130 stations (pieces of equipment) in this gym. Some of the equipment is noisy.

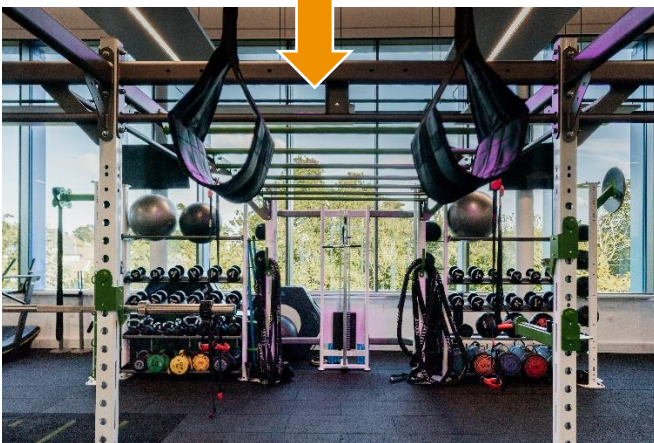
Fixed weight machines



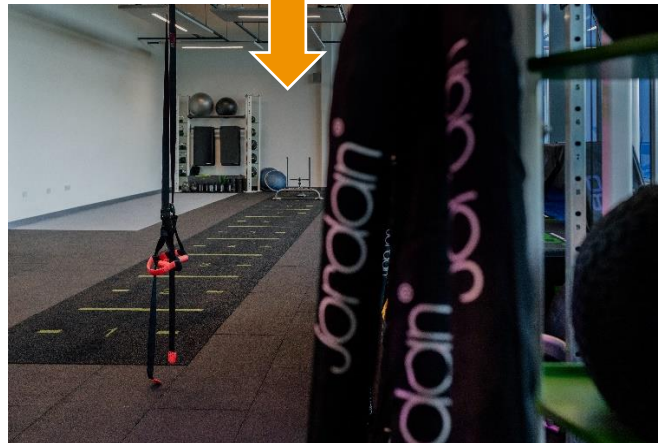
Treadmills and cross trainers



Arena Rig functional training frame



Sled track



Music is played and there are TV screens on showing videos. The gym is air conditioned so may feel cool when you first go in.

If you want to use the gym you will need to have an induction first with a gym instructor. This is important for your safety.



The instructor will talk to you about your needs and goals. They will also show you how to use all the equipment properly to keep you safe.



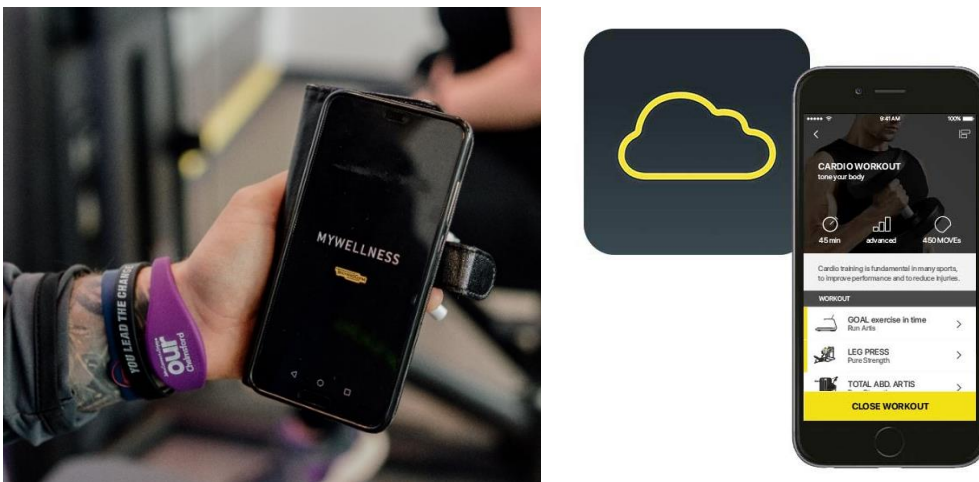
Technogym key

At the gym we use a Technogym key system.

The key adjusts some of the equipment based on your exercise programme. It tells the equipment what level or speed to go at. The instructor will show you how to use it.

You will need to bring your Technogym key each time you want to use the gym.

You can download the myWellness app onto your phone.



This helps you track your progress and remind you what is in your programme.

You can also watch videos on the app to remind you how to use the equipment.

The website has icons to show you what to bring with you. Bring a water bottle and comfortable trainers with you.



There are rules that need to be followed in the gym.
Please read them carefully before your visit. These are to
keep you and others safe so you can enjoy using the gym.

Gym Rules

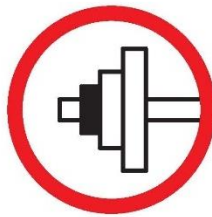
For your enjoyment and safety



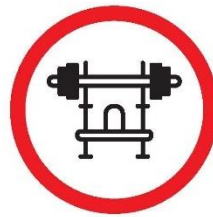
Don't slam
the weights.



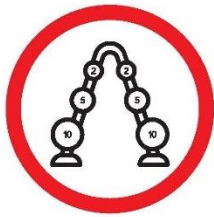
Place bags
and belongings
in lockers.



Always put collars
on the bars.



Use a spotter.



Put weights and
equipment away
after use.



A maximum of
20 minutes on machines
at peak times.



Follow all advice
and instruction from
gym team.



Wear clean clothing
and footwear.



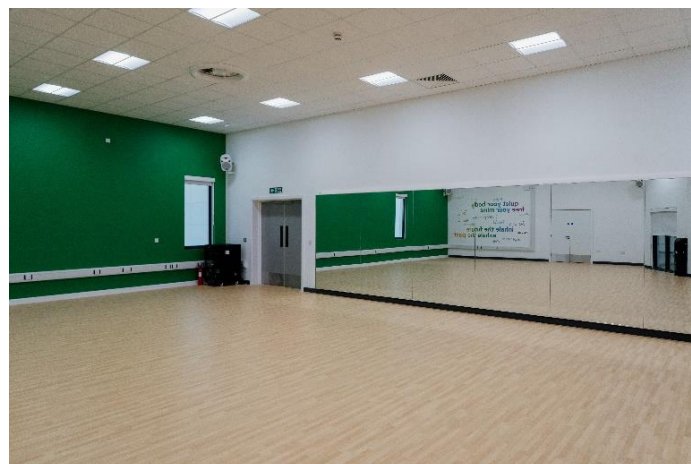
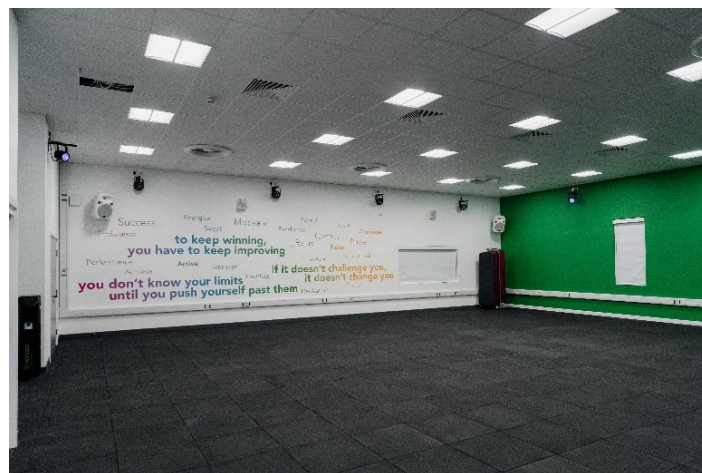
Wipe machines
down after use.

Exercise studios

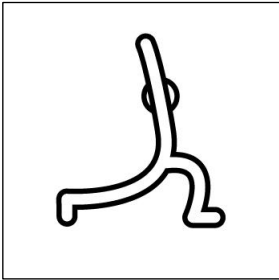
We also have 2 airconditioned exercise studios where you can take part in a wide range of group exercise classes.



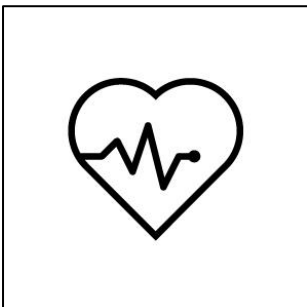
Please follow the corridor to the left of the green zone changing rooms. Go around the bend to the right to find studios.



There are calm and low impact classes, such as yoga and body balance. Some are instructor led and some are virtual. Virtual classes use a screen with a video playing.



There are also upbeat and energetic classes, such as Body Pump and Clubbercise. Some are instructor led and some are virtual. Virtual classes use a screen with a video playing.



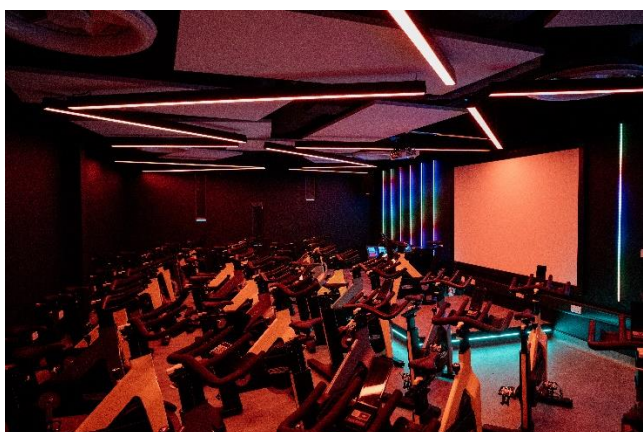
Symbols are used to show the class impact level. This explains the pressure that is placed on your body using the exercise class.

Low impact classes are ideal for those with limited mobility or who are recovering from injury. Please remember to check with your doctor first to understand what you can and cannot do.

Some classes have flashing lights and loud music. These might affect you if you have photo sensitive epilepsy.

Some classes may also use special equipment like mats or weights. These will be provided for you, but some people like to bring their own.

There is also an airconditioned spin studio with 36 bikes.



Some of our spin classes are led by an instructor. Some are led by a virtual instructor on a screen at the front.



Instructor led



Virtual class

There are 3 intensity levels. This explains how hard you will need to work out during the class.



1. Low Intensity

Classes include Aqua Cardio, Aqua Tone, Body Balance, Forever Fit, Pilates, Stretch and Relax, Yoga and Young at Heart.

Virtual classes include Pilates and Yoga.



2. Medium Intensity

Classes include Aqua Deep, Barre, Body Combat, Body Pump, Body Pump Retro, BODYJAM, Boot Camp, Box Fit, Clubbercise, Core, CX WORX, Cycle and Core, Group Cycling, Konga, Legs Bums and Tums, Les Mills Tone, Power Tone, Power Yoga, RPM, Sh'bam, Strength and Zumba.

Virtual classes include Balance, Combat, CX WORX, Cycle, Pump, RPM and Sh'bam.



3. High Intensity

Classes include Arena Athletic, Arena HIIT, Arena Strength, Beach Body, Body Attack, BODYSTEP, GRIT, GRIT Athletic, GRIT Cardio, HIIT 30, and STRONG by Zumba. Virtual classes include Sprint.

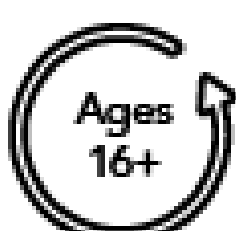
Class duration

Our classes run for different lengths. These include 30, 45, 60 and 75 minutes.



Age of class participants

At Riverside, most of the exercise classes are suitable for those aged 14 years and over. However, some classes are only 16 years plus. These will be clearly labelled.



Booking a class

If you would like to attend an exercise class, it is a good idea to book in advance to make sure you get a space. Some classes are extremely popular and get booked up quickly. You can book on the website, on the app, by phone or at reception.

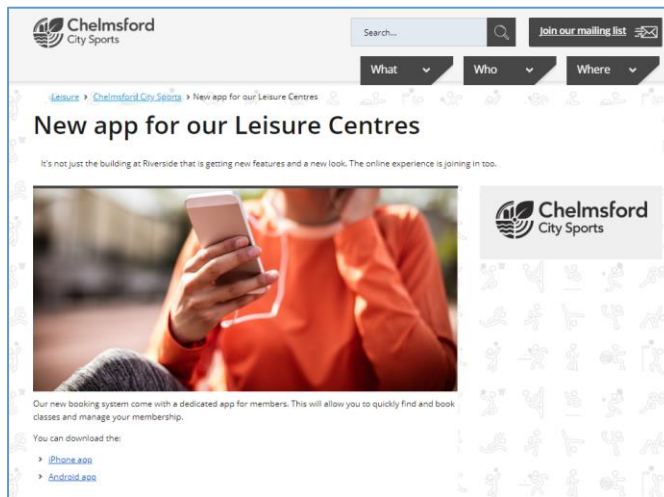
web: www.chelmsford.gov.uk/classes

You can book in advance up to:

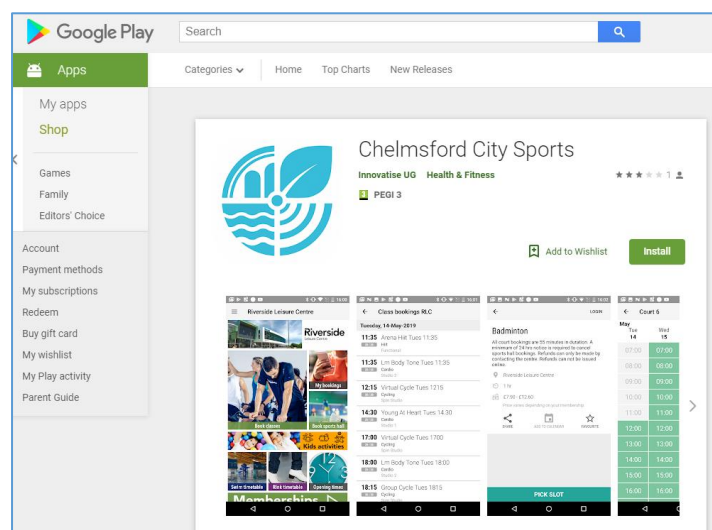
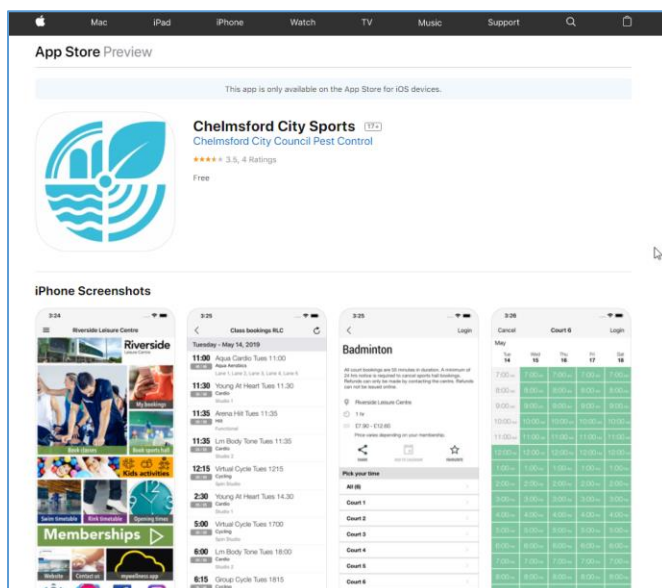
- 10 days for ourChelmsford Premium (monthly members)
- 7 days for ourChelmsford Plus account
- 2 days for ourChelmsford Lite account

There are over 150 group classes on offer every week at Riverside.

Check the website www.chelmsford.gov.uk/classes



You can also download the app free for iPhone or Android.

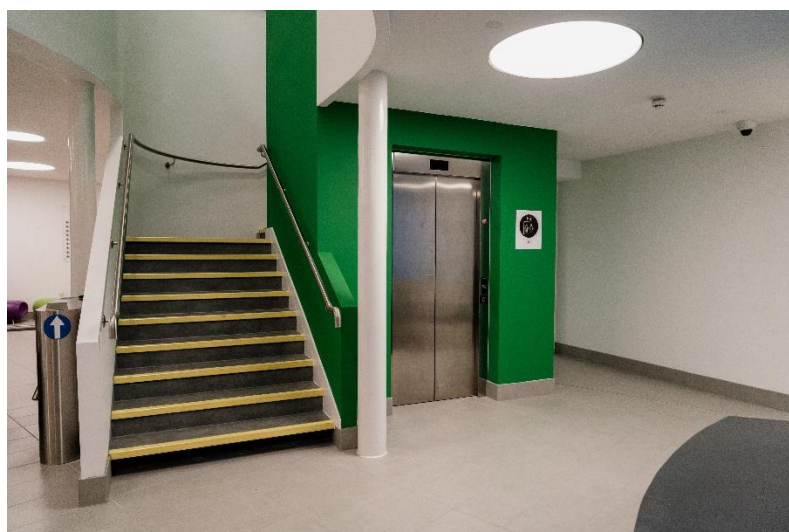


Section 11 – The Sports Hall

If you want to go to the sports hall you need to follow the signs to the green zone on the first floor until you reach this wall.



This can be reached using the stairs or the green lift.



The sports hall has 6 courts.

It can be used for activities like badminton, basketball, football and table tennis.

The markings on the floor are for different sports.

There is also a net curtain that can be pulled across to split the hall up. The staff will do this.



Booking a court

Courts can be booked on a pay as you go basis or as a regular block booking.

web: **www.chelmsford.gov.uk/sportsbookings**

Court bookings start on the hour and are for 55 minutes.

You will need to book in advance to use these. You can book at reception, by phone or online.

Hiring sports hall equipment

Big equipment will be put out ready for you by our staff when you have booked a sports hall session. Make sure you select the right sport when booking a court or the hall.

Big equipment includes football goals, basketball and netball hoops, badminton nets and short tennis and table tennis tables.

Small equipment is available free of charge on request when you book a court. This includes short tennis and table tennis bats and balls; as well as football, netball and basketball balls.

Some small equipment has a charge such as a badminton racket and shuttlecock from reception. There will be a charge including a refundable deposit.

You can also buy some equipment including shuttlecocks.

There are rules that need to be followed in the sports hall. Please read them carefully before your visit. These are to keep you and others safe so you can enjoy yourself.

Sports Hall Rules

For your enjoyment and safety



No black soled shoes in the Sports Hall.



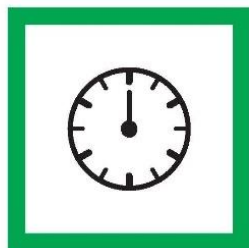
No food in the Sports Hall.



Do not enter the cupboards.

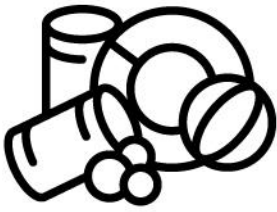


Please treat all other users with respect.



Bookings start on the hour and last for 55 minutes.

Section 12 - Soft Play and Crèche



The soft play and creche are on the ground floor. They are in the orange zone.

Soft play

The soft play is near to reception. Look out for this wall.



You will need to go through barriers to get to this area.

There is a new, multi-level frame with obstacles, netting to climb and a soft play area.

There are two sections to the soft play frame. Part is for children under 3 years and the other section for children from 3 to 10 years.

You must be under 10 years old to use the soft play area.

There may be other children using this area so it might be quite noisy at times.



Soft play frame

There is a seating area next to the soft play where you can have a rest.



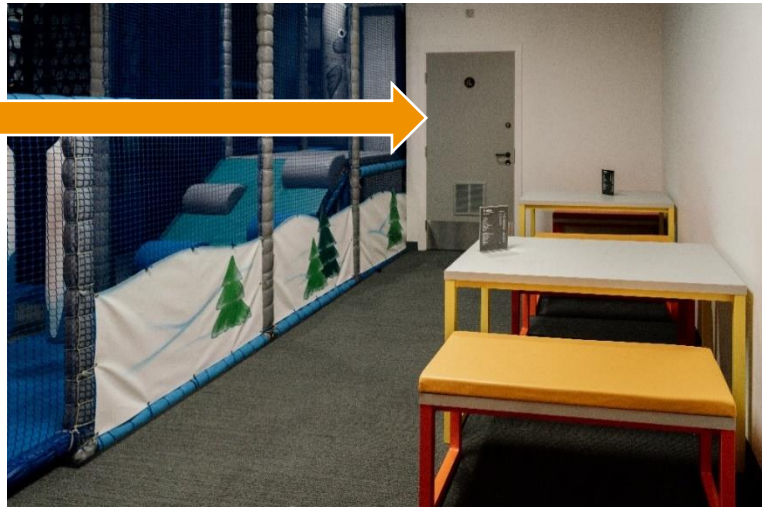
Café server

Tables and chairs

Seats

There are also toilets including accessible toilets and baby change in this area.

Accessible toilet



There are rules that need to be followed in the soft play.
Please read them carefully before your visit. These are to
keep you and your children safe.

Soft Play Rules

For your enjoyment and safety



Remove all jewellery,
badges and other
sharp objects.



No food, drink or
chewing gum in
play area.



Children who are
unwell should not
use play area.



No glassware is
allowed in the
play area.



No liability will be
accepted for lost, stolen
or damaged items.



Remove shoes.
Socks must be worn.



Children who wear
glasses or contact lenses
should take extra care.



Leave all personal
items outside of
play area.



We recommend that
arms and legs are
covered at all times.

Crèche

You will find the crèche opposite reception.

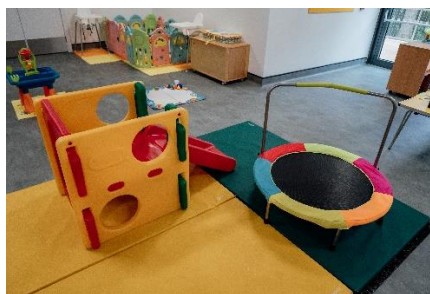
It is open Monday to Friday from 9.30am to 2.30pm.

The creche is for children aged 6 weeks until their 5th birthday.

If you want to use the crèche whilst in the centre you will need to book in advance. Each session is 30 minutes long. You can book multiple sessions for up to 2 hours.



Inside there are toys, slides, a trampoline and see-saw.



There is also a home corner, music, singing and dance and a baby area.

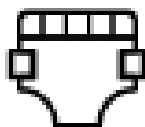
Sometimes there is also water and sand play and storytime.



If you are in the crèche and need any help you can ask a member of staff.

You must stay on site in the centre while your child is in the creche.

Please bring a snack, a drink and spare nappies for your child when you drop them off.



Section 13 - Sports for Confidence sessions



We are running Sport for Confidence sessions at Riverside Leisure Centre. The programme helps you take part in sport and physical activity no matter who you are or what barriers you face.

The sessions are led by a qualified coach, who work with occupational therapists and are for people who have:

- Learning disabilities
- Mental health issues
- Dementia
- Autism
- A physical impairment or disability
- Other complex health needs

The sessions take place in the sports hall, gym and swimming pool.



There are sessions on Wednesdays and Fridays including basketball, Boccia and multisport.

You do not need to book in advance, you can just pay at reception when you arrive.

You can bring a carer with you free of charge.

Section 14 – Leaving the centre

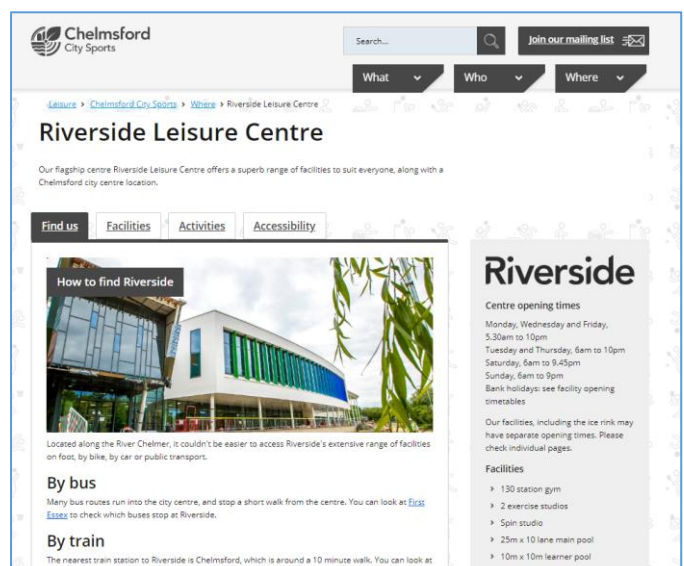
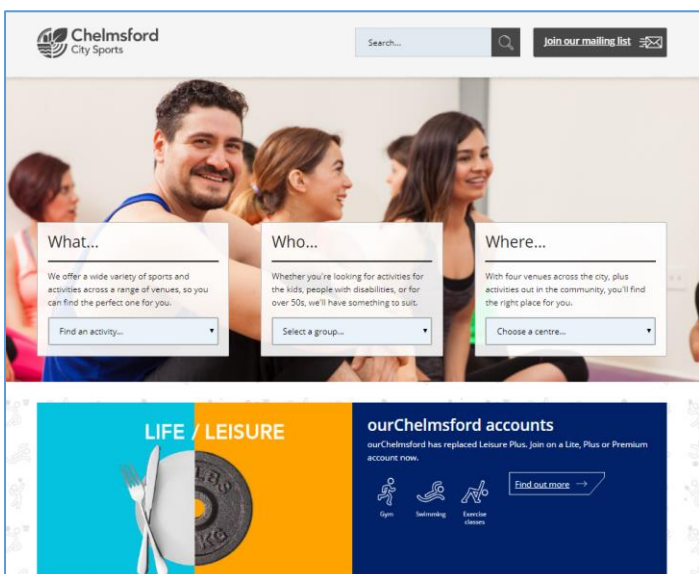
When it is time to go home you can leave the centre the same way you came in.



We hope you enjoy your visit to Riverside Leisure Centre.

If you have any feedback, including ideas on how we can improve the centre please email riverside@chelmsford.gov.uk

You can find prices and timetables on the website www.chelmsford.gov.uk/sports or www.chelmsford.gov.uk/riverside



You can also keep up to date by signing up to the newsletter. Click 'Join our mailing list' on the website

Join our mailing list

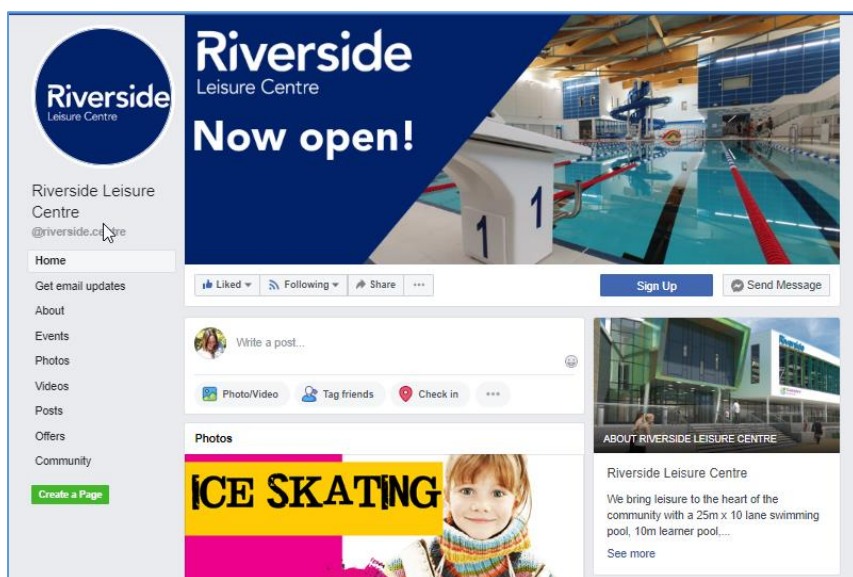


There are also social media accounts you can follow.



Facebook

@riversidecentre



Instagram

@riversideleisurecentre

