



1. When will the centre re-open?

There is no definite date for the centre to re-open yet. We are following government guidelines to ensure that when the centre does open, it is safe for our customers, partners and staff.

2. Will the centre fully re-open?

To allow us to open the centre as soon as possible, there may be a temporary change to opening times / days and some services / areas of the centre may be restricted. This will allow for more centre staff to be on shift to undertake additional cleaning and patrols of the building.

3. What about my gym membership?

If you have purchased a gym membership between January and the centre closing in March 2020, we are offering those members a free 2021 membership to compensate for this. Arrangements will be put in place when the centre re-opens regarding this.

4. I have booked a birthday party and it will not be going ahead – how do I get a refund?

If, due to COVID-19 you booked a child's birthday party within the centre, please e-mail Sean.Hanlon@glasgow.gov.uk or call 0141 276 7665 and we can discuss your refund options.

5. Are you taking bookings in 2020 for birthday parties?

Due to government guidelines, it is unlikely that children's birthday parties will take place in the near future within the centre. Therefore, we will not be taking bookings until further notice.

6. When will the learning centre re-open?

We are aware that many people depend on accessing our learning centre for job searches / employability work, communicating with friends and even paying their bills. When the centre re-opens we will be focusing our efforts on ensuring the learning centre is one of the first services available. We understand that many people rely on this service.

7. When will the café open?

When the centre re-opens, we are anticipating that the café will be one of the first areas that members of the public can use.

8. Will the centre operate in the same way?

To ensure that we protect the health and safety of our staff, customers and partners; the centre will have a number of safety measures introduced. This may include a temporary change in the opening days / times, restriction of what services are available, we will be carrying out enhanced cleaning, and asking you to provide your contact details for trace and protect to name but a few.

9. How do I make contact with the centre?

As the centre is closed, you can make contact with the centre managers using the details below:

Maryhill Hub

Centre Manager: Graham Semple

E-mail: Graham.Semple@glasgow.gov.uk

If you would rather call to speak to someone, please call 0141 276 7665