

## YOUR MEMBERSHIP – FREQUENTLY ASKED QUESTIONS:

### Q. WHAT HAPPENS TO MY MEMBERSHIP WHILST THE CLUB IS CLOSED?

A. All memberships are frozen during the Club's closure and will be automatically reinstated upon the club reopening. A £15 freeze charge will be applied.

### Q. DO I HAVE TO CONTACT THE BANK TO CHANGE MY DIRECT DEBIT AMOUNT?

A. We will make the necessary changes automatically for all members. Please do not cancel your Direct Debit instruction due to some banks taking up to 3 weeks to set up a new one

### Q. WHAT DO I DO IF I HAVE CANCELLED MY DIRECT DEBIT IN ERROR

A. We ask you to contact your bank and reinstate it so we will be able to continue your membership once the club reopens, without any inconvenience to you. Or if your bank cannot do that, you will need to complete a new form on your first visit to the club.

### Q. I HAVE AN ANNUAL MEMBERSHIP PAID FOR IN ADVANCE, WHAT IS HAPPENING WITH THAT?

A. Your membership has been placed on freeze. On your next renewal invoice, we will credit you for the calendar months that we have been closed.

### Q. I HAVE EMAILED TO FREEZE MY MEMBERSHIP OR CANCEL MY MEMBERSHIP AND HAVE NOT HAD A RESPONSE; DO I NEED TO DO ANYTHING ELSE?

A. No, we will contact you prior to the club reopening; you do not need to do anything else at the moment. If you have emailed a request, you will receive an email confirmation, however please bear with us as we have a large back log of membership email requests to work through.

### Q. I PAID FOR SERVICES BEFORE THE CLUB CLOSED, HOW ARE YOU GOING TO REIMBURSE ME? (PERSONAL TRAINING, DAY SPA VOUCHERS AND COURSES)

A. Our plan is to extend the expiry date of your vouchers/sessions and all other prepaid services for the period the club remained closed.

### Q. I HAVE PREPAID GUEST PASSES ON MY ACCOUNT, WILL THESE STILL BE VALID WHEN YOU REOPEN?

A. Yes, we will extend any existing guest passes expiry date by the number of months we have been closed.

### Q. WILL YOU CONTACT ME BEFORE THE CLUBS REOPEN?

A. Yes, we will be in touch with all members prior the club opening. Please see the updates on our website.

### Q. HOW WILL YOU KEEP IN CONTACT WITH US WHILST YOU ARE CLOSED?

A. We will be sending out emails to you with key information, however most updates will be through our website. Also please follow us on Facebook and Instagram to keep fully updated.

### Q. WILL YOU BE PROVIDING ANY ON-LINE CLASSES TO DO FROM HOME?

A. We will be providing an online range of classes that you can view and take part in, these will be booked and viewed as normal through the Lab App and streamed via Zoom.

### Q. WHEN DO YOU EXPECT TO REOPEN THE CLUBS?

A. We will follow the advice of the Government and open as soon as it is safe to although the proposed reopen date is the 2nd December. We will update you all closer to this date.