



DEAR MEMBER

Following recent developments and the forthcoming lockdown that was announced by the Government on Saturday, both clubs will be closing for the lockdown period from close of business on Wednesday evening.

I'd like to express my frustration at the government's lack of support for the health and fitness industry. Their insistence on grouping Health Clubs together with Pubs, Bars and Restaurants is insulting, as it does not take into account the essential nature of what we provide. The UK population is struggling with two major issues: obesity and mental health. Health clubs provide important solutions to both those issues. As long as we continue to implement safety measures to protect our members and staff as much as possible from the spread of COVID-19, then we can provide a safe space for our members to exercise, destress and escape the confines of their homes. It is unrealistic to expect the public to only exercise outdoors during winter months in the UK, where weather will simply not allow it. This is why I do not understand why the government has seen it as necessary to close our doors once again, just as our members had begun to feel a sense of normality and routine. UK Active are supposedly fighting our cause, but it seems to no avail. We had signed the recent petition to keep health clubs open, and I thank some of our members for doing the same, but this has clearly been ignored. I ask that you continue to support our fight and hopefully the government will see the sense in reopening our clubs soon and allowing our members to exercise in order to improve their physical and mental health during this difficult time.

For now though, whilst we are closed and the UK is in lockdown, please keep a lookout for your family and friends that may be struggling with stress, despair or depression. It is inevitable that this period will be difficult for most, with long, cold, dark nights and limited social contact with others. There have been some very positive posts on social media related to this over the last few days, but I want to take this opportunity to highlight this issue (please see further details below).

We plan to be up and running the moment the government allows us to. The only positive of the last few months is that we can rely on that experience to prepare for this second lockdown and reopening to be carried out smoothly. We hope that this closure will only be until the 2th December, if not sooner, so we will be able to welcome you back. Please do make sure that you check our website regularly and follow us on social media so that you can keep up to date with any news.

Despite being closed, we are committed to ensuring that we can provide regular classes for you on our App. We are currently busy arranging this and will publish a timetable for you in the next couple of days. If you haven't already, please download the Laboratory App, so that if you encounter any problems we can troubleshoot them for you before we close on Thursday.

Rest assured that your account will be automatically frozen as of Thursday 5th November, and there is no need for you to do anything at all. The usual freeze charge of £15.00 will be deducted from your account. This will mean that you will continue to be a live member and also allow you access to our online services. If you are an annual member you will be credited for your frozen month at the end of your normal contract period.

Lastly, I would like to thank you for your continued support. Many members have taken the time to express to our staff how happy they have been with the safe environment that we have provided at the Lab since reopening. Others have told us of how they've missed being at the Lab during the previous lockdown period and their desire to return. This positive feedback has been very moving and it has really motivated us even more to continue to provide this service to those that appreciate what we have built over these past 25 years of our existence.

Kind regards

Markos Lyras

Director of Laboratory Spa & Health Clubs

MENTAL HEALTH SUPPORT:

'Shout' is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

Text: 85258

'Samaritans' - Provides confidential, non-judgemental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. You can phone, email, write a letter or in most cases talk online.

Telephone: 116 123 (24 hours a day, Free to call) have told us of how they've missed being at the Lab during the previous lockdown period and their desire to return. This positive feedback has been very moving and it has really motivated us even more to continue to provide this service to those that appreciate what we have built over these past 25 years of our existence.

DOWNLOAD THE LABORATORY APP

