

FITNESS SUITE

FREQUENTLY ASKED QUESTIONS



CAN I HAVE A TOUR?

WE DO OFFER TOURS. PLEASE CONTACT US TO ARRANGE A VIEWING.

ARE THERE ANY JOINING FEES?

THERE IS A £25 JOINING FEE.

DO YOU OFFER STUDENT DISCOUNTS?

WE DO NOT CURRENTLY OFFER STUDENT DISCOUNTS.

WHAT ARE THE OPENING HOURS?

- MONDAY – FRIDAY: 07:00 – 08:00
- MONDAY – FRIDAY: 16:30 – 21:30
- SATURDAY – SUNDAY: 08:30 – 15:30
- BANK HOLIDAYS: CLOSED
- SCHOOL HOLIDAYS: 07:00 – 21:30

IS THE FITNESS SUITE STAFFED AT ALL TIMES?

THE FITNESS SUITE IS NOT STAFFED AT ALL TIMES; HOWEVER, A MEMBER OF STAFF IS ALWAYS PRESENT ON THE SCHOOL SITE.

WHAT IS THE MINIMUM AGE TO USE THE GYM?

THE MINIMUM AGE IS YEAR 7. ANYONE UNDER 18 MUST BE ACCOMPANIED BY A PAYING ADULT.

CAN I BRING A GUEST?

GUESTS ARE NOT PERMITTED.

DO I NEED AN INDUCTION BEFORE USING THE EQUIPMENT?

AN INDUCTION IS NOT REQUIRED. HOWEVER, IF YOU CHOOSE NOT TO HAVE ONE, YOU MUST SIGN A WAIVER DURING REGISTRATION.

HOW DO I BOOK AN INDUCTION?

YOU CAN BOOK AN INDUCTION DURING THE REGISTRATION PROCESS.

ARE PERSONAL TRAINING SESSIONS AVAILABLE?

WE DO OFFER PERSONAL TRAINING SESSIONS. PLEASE CONTACT US TO DISCUSS AVAILABILITY.

- 1-TO-1 SESSION: £30 PER HOUR
- 2-TO-1 SESSION: £40 PER HOUR

ARE LOCKERS AND CHANGING ROOMS AVAILABLE?

WE DO NOT CURRENTLY HAVE LOCKER OR CHANGING ROOM FACILITIES.

IS THERE A WATER FOUNTAIN OR BOTTLE FILLING STATION?

THERE IS A WATER FOUNTAIN IN THE FITNESS SUITE.

IS THERE A FIRST AIDER ON SITE AT ALL TIMES?

YES, AT LEAST ONE MEMBER OF STAFF IS FIRST AID TRAINED.

DO YOU OFFER FITNESS CLASSES?

WE OFFER A RANGE OF FITNESS CLASSES. THESE CAN BE VIEWED AND BOOKED [HERE](#).

ARE CLASSES INCLUDED IN MY MEMBERSHIP?

CLASSES ARE NOT INCLUDED. HOWEVER, FITNESS SUITE MEMBERS RECEIVE 10% OFF ALL FITNESS CLASS BOOKINGS.

WHAT HAPPENS IF THE SCHOOL IS CLOSED UNEXPECTEDLY?

WE WILL INFORM YOU AS SOON AS POSSIBLE VIA EMAIL.

I HAVE AN ISSUE WITH EQUIPMENT IN THE FITNESS SUITE. HOW DO I REPORT IT?

YOU CAN REPORT THIS TO A MEMBER OF STAFF ON SITE AT THE LEISURE CENTRE (BLUE POD) OR BY EMAILING ENQUIRIES@PERSONALBESTEDUCATION.COM.

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HOW DO I ACCESS THE FITNESS SUITE?

HOLD YOUR MEMBERSHIP CARD UP AGAINST THE KEYPAD, YOU WILL HEAR A BLEEP.

WHAT SHOULD I DO IF I FORGET MY MEMBERSHIP CARD?

PLEASE SPEAK TO A MEMBER OF STAFF AT THE LEISURE POD, THEY WILL CHECK YOUR NAME ON OUR MEMBERSHIP LIST AND GRANT YOU ACCESS TO THE FITNESS SUITE.

I HAVE LOST MY MEMBERSHIP CARD. HOW DO I GET A REPLACEMENT?

PLEASE LET US KNOW AND WE CAN ARRANGE A REPLACEMENT CARD. THERE IS A £5 CHARGE FOR THIS.

CAN I UPGRADE OR DOWNGRADE MY MEMBERSHIP?

YOU CAN DO THIS. PLEASE CONTACT US TO DISCUSS THE AVAILABLE OPTIONS.

HOW DO I UPDATE MY BANK DETAILS?

PLEASE CALL OUR OFFICE ON 01794 510225 AND WE WILL UPDATE YOUR DETAILS FOR YOU.

CAN I FREEZE OR PAUSE MY MEMBERSHIP?

PLEASE CONTACT US TO DISCUSS THE OPTIONS AVAILABLE.

HOW DO I CANCEL MY MEMBERSHIP?

TO CANCEL YOUR MEMBERSHIP, WE REQUIRE ONE MONTH'S NOTICE. YOU WILL ALSO NEED TO COMPLETE A [CANCELLATION FORM](#).

WHO DO I CONTACT IF I HAVE A QUESTION OR ISSUE?

IF YOUR QUERY IS URGENT, PLEASE SPEAK TO A MEMBER OF STAFF AT THE LEISURE POD. ALTERNATIVELY, CONTACT OUR OFFICE ON 01794 510225 OR EMAIL ENQUIRIES@PERSONALBESTEDUCATION.COM

HOW CAN I PROVIDE FEEDBACK OR MAKE A COMPLAINT?

PLEASE CONTACT OUR OFFICE ON 01794 510225 OR EMAIL ENQUIRIES@PERSONALBESTEDUCATION.COM