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**Frequently asked questions**

**Q: What do I need to have at hand when I register online?**

**A:** You’ll need a debit/credit card to pay the Joining Fee, your bank account number and details for setting up the monthly direct debit and a pen and paper to record your membership number.

**Q: What is a 30 day notice fee?**

**A:** When someone cancels they are required to give 30 days’ notice; this is then covered by the 30-day notice being paid at time of joining. So please tell us if you plan to end your membership.

**Q: What is a joining fee?**

**A:** The joining fee is only charged once when joining! This fee includes all administration set up costs your membership pass and your first session induction if required.

**Q: Does it take long to register?**

**A:** It’s a very quick four step process to register online.

**Q: Is there a charge for lost membership passes?**

**A:** Yes, there will be a charge of £5 for a replacement card.

**Q: How do I cancel my membership?**

**A:** If you want to cancel, you can do so at any time via the Member Area - you must allow at least 10 working days’ notice before your next Direct Debit due date to guarantee no further payments being made.

**Q: How old do I have to be to join NHS Sports Centre?**

**A:** The minimum age is 16.

**Q: What happens when I have joined online?**

**A:** You will be greeted at the Gym by one of our friendly staff members who will verify your details and issue you with your membership card.

**Q: What does 'no contract' mean?**

**A:** You are not contractually tied to us for any specified period; you may cancel at any time. Should you wish to cancel you must do this via the Member Area, please give a minimum of 10 working days’ notice before your next Direct Debit is due to guarantee no further payments being made. You will also need to cancel your Direct Debit instruction with your bank.

**Q: Will there be someone to show me how to use the equipment?**

**A:** Yes, you will receive a FREE induction on joining and our friendly staff will be on hand to help you get the most from your visit.

**Q: Are there changing facilities in The Gym?**

**A:** Yes, we provide showers, lockers and toilets.

**Q: When does my Direct Debit get taken from my account?**

**A:** Your Direct Debits will be debited from your account on either 1st or 15th of each month (depending when it starts).

**Q: Are lockers provided?**

**A:** Yes lockers are provided for you at no extra charge. You just need a £1 coin, which will be returned.

**Q: Will personal training be available?**

**A:** Yes, this is available. Please see a member of staff for more details.

**Q: Is my personal data secure?**

**A:** Yes. We may contact you from time to time by email to advise you of information relating to club activities, changes to opening times and promotions that we think may interest you.

**Q: What is the pro rata cost?**

**A:** The Pro rata cost will be calculated from the day you join to the end of the current month. If you join between the 1st & 15th of the month you will pay for the remaining part of the current month and your DD will be debited the following month. If you join between the 16th and the end of the month you will pay the remaining part of the month, plus the following month and then your DD will be debited the following month after.

**Q: Can I defer my start date?**

**A:** Yes, you simply change start date when first registering.

**Q: Can I put my membership on hold?**

**A:** Yes, you may freeze your membership for up to 3 months at a cost of £5 per month. This fee will be taken by Direct Debit instead of your usual membership fee.

**Q: If I leave and then re-join will I be charged a joining fee again?**

**A:** Yes.

**Q: Can I change the date of when my Direct Debit will be collected?**

**A:** Unfortunately, we are unable to change the date that your Direct Debits will be debited from your account - it will be collected on either the 1st of 15th month depending on when it started.

**Q: Can I let other people use my PIN number & Smart Card?**

**A:** No. To protect our members' interests and safety, entrances to our gyms are monitored by CCTV 24 hours a day. Any members found flouting this rule will have their membership cancelled.

**Q: How do I cancel my membership?**

**A:** Let us know you want your membership to stop and cancel your direct debit. Please allow 10 days before your next Direct Debit is due. Don't forget, if you're going away for a while you can freeze your membership for up to 3 months for just £5 a month.

**Q: Can I get a student discount?**

**A:** We offer a Student Membership Rate for a month at a time if you are home for the holidays.

**Q: Does NHS Sports Centre offer classes?**

**A:** You can choose from any of our free classes each week including Spin, Circuits, Pilates and Yoga. Please see the Timetable for the full range.

**Q: How do I book a class?**

**A:** You can book classes in the members area of our website.

**Q: Are there showers at my gym?**

**A:** Yes, our changing rooms have showers in separate cubicles.