

Frequently asked Questions

Health & Fitness Full Memberships

1. I am trying to sign up online but the direct debit option is not available.

You can't sign up to a full membership on a mobile phone, you can use a compatible tablet, a laptop or PC.

2. What happens after I sign up online to a full membership?

You will receive an email with your membership 'Next Steps' instructions the next day after joining – a copy of which can be viewed [here](#), please check your junk file.

3. Do I get a membership card?

Yes, you will pick up your membership card on your first visit at reception, it will be issued then.

4. Do I have to have an induction in the gym?

Members age 16+ can view our online induction – Fit Kids (11-15yrs) will be required to book an Induction with an instructor.

5. Can I have a 1:1 programme designed with an instructor in the gym?

Yes, use our contact form [here](#) and use Fitness Enquiry tab, we will get in touch to arrange a suitable time. We recommend you have a new programme designed every 4-6 weeks.

6. I get racket sports included – what happens if I bring a guest?

If your guest is a full member your court fee is covered, so an additional 2 non-member players can attend squash and an additional 4 non-members can play badminton - each must pay the non-member admission fee. If your guest is a non-member of the centre, they will pay ½ court fee plus the £1.95 non-member admission, additional players are as above. If they have a membership with the centre (not full membership) they pay just the ½ court fee, additional players are as above.

7. Do I have to book my activities?

We recommend you book your activity in advance to guarantee your space, however it is not compulsory.

8. What happens if I book an activity and don't attend?

If you cancel your activity up to 1 hour before the session, you will not incur any fees, if you don't attend or cancel after this time you will incur a fee of £3.50 for swimming, and £5.50 for other activities.

9. Why do I get charged if I do not cancel/attend?

Spaces for sessions are limited so this prevents over-booking and not attending.

10. Are there lockers?

Yes, we have lockers, most wetside lockers are 20 pence (non-returnable) – we do have tokens, but these are not guaranteed. Dryside lockers are £1.00 or trolley coin which are returnable.

11. Can I bring a guest to the gym?

Yes, ask them to sign up as an Interested User on our membership page and they will get 3 free gym sessions. They can attend the same day (16+ only) but they will need to complete a Guest Pass Health Questionnaire on site and watch the Induction video which can be viewed [here](#).

12. Do I get a reward for recommending a friend?

Yes, if they sign up as a full member you will receive £10.00 off next dd following their first dd payment. There are no limits to how many people you can refer – remind them to add your membership number to their 'Guest Pass Health Questionnaire' they will get the day after registering.

13. Do I have any other communication as a new member?

If you agree to receiving emails when you sign up you will get a series of emails as part of your member journey with lots of advice, challenges and tips. If you have requested no emails but wish to receive them, please update your preferences at reception. Please check your junk/spam file.

14. How do I contact you if I have any queries or questions?

Visit our contact us page on our website [here](#) – there are specific tabs depending on your enquiry.