

## **FREQUENTLY ASKED QUESTIONS**

*If the answer to your question isn't covered here, please do not hesitate to ask at reception, send us an email ( [info@westwight.org.uk](mailto:info@westwight.org.uk) ) or phone ( 01983 752168 )*

### **When do new memberships go on sale?**

From Monday July 1<sup>st</sup> you will only be able to buy DIAMOND, DIAMOND PLUS or Our Place memberships. Bronze, Silver and Gold memberships will no longer be available from that date.

### **What happens to my existing membership?**

All bronze members will become DIAMOND swim members

All gold members will become DIAMOND PLUS members

Any silver members who pay monthly by direct debit will convert to the equivalent DIAMOND membership. You will have received a letter with a form attached. Please read this and complete it to let us know if you'd like to upgrade to a DIAMOND PLUS membership.

Any silver members who have paid for 6 months or 12 months will not have to do anything until their membership is due for renewal. Your membership remains valid until then.

### **Are there memberships for children?**

Yes – we have DIAMOND and DIAMOND PLUS memberships for those aged under 20. And we're introducing a special STUDENT membership, available on production of your NUS card

### **Is there a family membership?**

No – we looked at this and decided that it is not viable to introduce a family membership

### **How do I book an induction in the new gym?**

Existing gym members will need an induction in the use of the new equipment. We will have staff available from the day the gym opens so that you can be signed off as quickly as possible and start using the new equipment. A booking system will be in place for this

### **Can I use the equipment I am familiar with until I am signed off on the new equipment?**

Yes. But we plan to have sufficient staff on hand for this to not be an issue.

**I was a silver member but DIAMOND gym or classes does not include swimming. How do I maintain my use of the pool with a gym or classes membership?**

We have listened to the very many comments from our members who felt that they were paying for swimming when they didn't use it. We have therefore made the DIAMOND membership exclusively swim, gym or classes and reduced the price from the old silver price. The DIAMOND PLUS is exceptional good value and provides opportunities to try out the gym, any of our 40 or more weekly classes as well as the pool, court hire, complimentary tea or coffee and a car park permit.

**Can I pay by direct debit for a 6 month or 12 month membership?**

Yes. We have listened to our members who have requested this option and you can now pay for 6 and 12 month memberships by direct debit. 6 month memberships can be paid by direct debit every 6 months. 12 month memberships can be paid by direct debit every 12 months.

**Can I buy a membership online?**

Not at the moment. We have suspended this option until later in the year. We are currently going through a re-build of our membership, bookings and till software and will be adding an online booking module which will give you the option to book your classes on line. We hope this will reduce queue times at reception at busy times and allow you to plan your weeks fitness programme at your convenience.

**What is included in a 2 week or 4 week membership?**

Two week and four week memberships offer everything the other memberships include except free car parking. This is because there is not enough time for us to administer this with Isle of Wight Council who manage the car park

**Who can you claim Gift Aid from?**

As a registered charity we can claim gift aid on any donation you make to us as long as you are a UK tax payer. We can't claim gift aid on memberships, but we can if you make a donation to us. We rely on donations, grants and fund raising events to ensure our sustainability. If you'd like to make a donation over and above your membership fee, please ask us.

**Have your 'pay as you' go prices changed?**

No.

**I have bought a 6 month or 12 month membership which expires after the change to the new DIAMOND and DIAMOND PLUS memberships come in. Do I need to do anything about this?**

No. Bronze and Gold memberships will automatically transfer to DIAMOND or DIAMOND PLUS. Silver memberships will remain valid until you next re-new. At that time you will be able to take out one of the new memberships.

**What is the 'Our Place' membership?**

We want to ensure that there is an affordable option for people to be able to use the gym on a regular basis. In line with the ethos of 'Our Place', our community cafe which meets every Tuesday morning, we have introduced the 'Our Place' gym membership. It is available to anyone for a monthly fee of £15. Attendance is limited to 1 – 3 pm Monday to Friday. In time we will be exploring the possibility of introducing additional 'Our Place' memberships. An 'Our Place' membership includes free car parking but only between 1 and 3 pm Monday to Friday when the membership is valid.

**If I pay by direct debit is my car park permit renewed automatically?**

No. It remains your responsibility to renew your car park permit annually. You will not receive a reminder. We suggest you make a diary note or retain your permit letter in your car as a reminder

**Can I choose which day my DD comes out of my bank?**

No. We're very sorry but our direct debit run is on the 5th of every month. Notices to commence, alter or stop direct debit payments must be received before the 21<sup>st</sup> of the previous month in order for us to have time to administer the payment. You will be asked to make a cash or card first payment to cover you from the day you wish to join and the date of your first direct debit.