

# CHAMPNEYS

HEALTH SPA

Dear Club Member,

## WE ARE GETTING READY TO WELCOME YOU BACK!

Our clubs will be re-opening Saturday 1<sup>st</sup> August.

After weeks of social isolation and perhaps reduced activity, we hope you are keen to get back to exercise and re-join your friends and the team at Champneys.

Our decision to reopen the club is based on the government's recent advice and guidelines set out for health clubs and spas last week.

As a result, we are working hard to get our clubs ready to reopen. The safety of our staff and members is our number one priority, but **while things will look a little different, our clubs will continue to provide a premium health and fitness experience**. We are striving to offer the **most complete club experience possible**, so whether you're a keen swimmer who's missed the water, or a gym lover tired of exercising in the living room, we'll be sure to have something for you. And of course, we will be **incorporating extensive cleaning protocols and social distancing practices** throughout our clubs to keep you safe and at ease.

Visit [Champneys.com/club-membership](https://www.champneys.com/club-membership) to view our FAQs, swim/gym/class guidelines and our Stay Safe measures

## REACTIVATION OF MEMBERSHIP

This is confirmation that your membership will be reactivated from the 1<sup>st</sup> August 2020. On reactivation you will receive for the rest of this year complimentary access to our Champneys on demand workout classes via our website or new app. Delivered by our team of expert's, our new pre-recorded classes are designed to "re-energise the body and mind" to compliment your 'in club' workout experience.

From the 1<sup>st</sup> August 2020 we will resume collecting Direct Debit subscriptions from your next collection date as per original membership agreement. Access will be honoured from the 1<sup>st</sup> August irrelevant of your subscription date. However, if your direct debit collection date is due on the 25<sup>th</sup> of the month, in this case 25<sup>th</sup> August, and you want to start using the Club from the 1<sup>st</sup> August please notify us before Wednesday 22<sup>nd</sup> July as we will need to change your collection date.

For all paid in full members reactivation and access to the Club will automatically start on the 1<sup>st</sup> August.

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We appreciate that you may not be in a position to return to the Club immediately and therefore we are offering members the ability to freeze their membership for two more months (30<sup>th</sup> September 2020) for a one-off fee of £15. If this is the case, we require notification by Wednesday 22<sup>nd</sup> July.

Please review the details and if you have a query please contact your Club Administrator before the 22<sup>nd</sup> July:

Champneys Tring and Forest Mere - [Teresa.thompson@champneys.com](mailto:Teresa.thompson@champneys.com)

Champneys Henlow, Springs and Eastwell Manor – [Sandra.nice@champneys.com](mailto:Sandra.nice@champneys.com)

We will soon be sending out more details regarding the booking system and access to the Club but please note all attendance will require booking in advance and access will not be permitted without it.

Our opening hours will be modified for the first month and will be reviewed on a month by month basis.

Opening hours will be 6:30 am – 8:30 pm, 7 days a week.

Evening and Standard members looking to use the Club in the evening will have their hours of use changed to 4:30pm-8:30pm until further notice.

Finally, we would like to thank all of you for your patience, understanding and support during what has been a difficult time. We truly can't wait to welcome you all back and help you build up your immune system and first line of defence. Know that we are all in this together and nothing is more important to us than your future health and wellbeing.

Best wishes

**Louise Day**

Fitness & Wellbeing Director