

COVID-19 Information for Members and Users

Common Questions & Answer's

Q. Should I cancel my membership?

You do not need to cancel your membership. We will not be taking further direct debit payments from 4th November until we re-open.

We urge you not to cancel, as re-joining may incur joining fees and you will not be able to book online when activities resume.

Q. My November direct debit has already been paid – what happens now?

Any dd payments made on 1st November will be deducted from your next Dd payment upon our reopening.

Q. Can I continue to freeze my membership after you reopen?

Unfortunately not, you will have to cancel your membership and cancel your direct debit with the bank and re-join when we open.

Q. What is happening with my swimming lessons.

Any dd payments made on 1st November will be deducted from your next Dd payment upon our reopening.

Q. When will my membership direct debit payments re-start?

Direct debit members who have not cancelled will be able to use the facilities when we reopen so their membership will be active straight away. This first payment will be reduced to take in to account any days lost as part of the leisure centres being closed immediately on the 5th November.

Q. How long will my annual membership be extended for?

Annual memberships will be extended for the period we are closed.

Q. Have you an 'At Home Portal' to help keep up with fitness at home

We aim to keep members motivated with exercise /nutrition/mindfulness videos posted on a daily basis, classes will be delivered by some of our class instructors via our FB page (Cascades, Cygnet, Swanscombe)

Our partners at Myzone also run live classes via their FB page – you do not have to have a Myzone belt to join in.