

Before you come to the facility, we ask that you please read the below information. It outlines how to create and activate your membership, how to book/cancel sessions and what is available to you.

Creating and activating a membership

Step 1. To create your membership or add to your current membership, head to our website, click **Become a Member** at the top of the page and follow the appropriate prompts. During the free period, we suggest selecting a **Pay As You Go** membership option. Once completed, an automatic email will be sent confirming your successful application.

Step 2. To activate your membership, call us on (020) 7040 5656. We will confirm your details over the phone, activate your membership and provide you with your membership number.

Step 3. Membership confirmed!

Booking and cancelling a session

Once your account has been activated, you will be able to log into the online class booking system. Members must book to use our services (gym or studio classes) before coming to the facility. If you are having problems with the online portal please call us.

Our sessions are available at the following times:

Morning Sessions

- 08:00 – 09:00
- 09:30 – 10:30
- 11:00 – 12:00

Afternoon Sessions

- 12:30 – 13:30
- 14:00 – 15:00
- 15:30 – 16:30
- 17:00 – 18:00
- 18:30 – 19:30

Sessions are available to book up to 7 days in advance. If you need to cancel a class, please call us before the start of the session.

Members who miss 3 consecutive bookings without cancelling **up to one hour prior** to the timeslot will not be allowed to book in advance. An email explaining this procedure will be sent to the member.

What is available to you

As a member, you are able to book up to three sessions a day (2 gym and one studio class or vice versa). Additionally, our fitness team is running extra classes for you to follow along with. on our YouTube channel. Visit www.youtube.com/c/CitySportgym/videos for all your fitness fun!

If you are new to the gym and need a fitness program to help you achieve your goals, let us know on the phone, and one of our reception staff will send the newly created gym handout. You can also speak to our fitness instructors when you arrive.

Further membership information

Prepaid memberships

Any prepaid memberships bought before lockdown will have all missed time, added to their membership profile extending their active membership. If a member uses CitySport during the free period, then any missed time will be added from 31st October 2020. All added extended time will begin from 31st October 2020 regardless of when the member first comes in to use it.

Direct Debit

We have suspended all direct debit payments and we **will communicate** with members before reactivating collections. Should DD members wish to cancel they to need email CitySport to request it giving one-month notification.

Finally, our CitySport has implemented additional cleaning and disinfection procedures and is now open and operating in line with government requirements. We ask that all members follow the recommended physical distancing rules and clean their hands regularly.