



Frequently Asked Questions

Q: What is the MOVE Wellbeing Suite?

A: Unlike conventional gyms, the MOVE Wellbeing Suite is a perfect choice for anyone new to exercise or those coming back to exercise after long periods of rest or inactivity, including the elderly or those with mobility issues, and for people preparing for surgery or recovering from an injury.

Q: Where will the MOVE Wellbeing Suite be located?

A: move will be based on 1st Floor, head up the stairs to the right hand side as you come through the main entrance. A stair lift will be available if needed. You will then find MOVE straight ahead of you at the top of the stairs.

Q: Will existing members be allowed to use the move Wellbeing Suite?

A: We will be introducing a new MOVE membership. This no contract membership will be £29.95 per month. For those MOVE members who wish to enjoy the benefits of swimming, move members will be able to benefit from a discounted adult swim price of only £2.00 per session. Existing members can change their current membership to a move membership at no extra fee; however, the MOVE membership does not include use of the main gym, Studio classes or Swimming Pool.

Q: Will there be a joining fee?

A: There will be a joining fee of £20.00.

Q: When will MOVE open and what are its opening hours?

A: The MOVE Wellbeing Suite will open for inductions from Monday 3rd August. Opening hours will be 09:00 to 15:00 Monday to Friday and 09:00 to 14:15 on a Saturday. Closed on a Sunday, MOVE will be staffed during these opening hours.

Q: How do I use the MOVE Wellbeing Suite?

A: In order to get the maximum benefit from the move experience, the suite, which has 12 pieces of equipment, is set up as a circuit. Appointment slots are booked with a member of staff or online with each circuit taking approximately 35 minutes to complete.

FAQs

Q: What happens if I am late for my booking?

A: Because MOVE is circuit based, it is important that you arrive on time for your booking. We advise you to arrive at least 5 minutes early so you don't miss your slot. Should you arrive late, the MOVE Supervisors will endeavour to book you into the next available slot but if we're busy this might mean having to wait.

Q: If I book a slot and then have to cancel, how much notice do I need to give?

A: In order that we can be as accommodating as possible, MOVE direct debit members are required to give a minimum of 4 hours' notice for any cancellations. If you are a pay-as-you-go customer, and have paid the fee in advance, you must give us 24 hours' notice or your payment will be forfeited.

Q: Can I try MOVE out before I join?

A: Yes. As well as a MOVE membership, we will also offer a pay-as-you-go option. You will be able to purchase a session for £7.50 or £4.30 if you are 60 years or over. Customers referred to MOVE by their Doctor or healthcare professional can access MOVE for £4.30 regardless of age. Before your first visit you will need to book in for an induction. You can book your first appointment and induction at Reception. Please note that you only have to visit twice a week to make the direct debit membership much better value.

Q: What does the equipment look like?

A: Before opening, it is our intention to have delivered a demonstration model so that members and interested parties can assess and try it out and get a clearer understanding of what the MOVE product provides. This can be found in our Reception area from the 20th September.

Q: Will I need an induction before I can use MOVE?

A: Yes, all customers will receive an induction with one of our MOVE Supervisors and a programme tailored to your individual needs. As you become familiar with the equipment and your fitness improves, our staff will be happy to review your programme with you.

Q: Do I need to wear gym kit?

A: No. Wearing normal loose fitting clothes is fine. However, when on the machine, footwear will need to be removed and socks must be worn. For those who forget socks, these can be purchased for a nominal fee at Reception.

Q: Can I store belongings in the MOVE Wellbeing Suite?

A: Hand bags and tote bags can be taken in to the suite. Unfortunately, lockers are not available at present but will be re-introduced once social distancing is further relaxed.

FAQs

Q: Will there be a water fountain?

A: No, but water will be available from the kitchen, provided in the Move Suite. You will need to bring your own water bottle.

Q: I am wheelchair dependent. Is MOVE still for me?

A: Absolutely. As long as you can transfer to and from your chair to the equipment then you can benefit from MOVE. Carers, or buddies, who are needed to help you exercise, are able to accompany you to MOVE for free. Please be aware that a stairlift will be available for use if needed.

Q: I already attend a health and wellbeing group, does that prohibit me from using the MOVE Suite?

A: Not at all. The MOVE equipment will contribute to improving your strength, wellbeing, stamina and general fitness.

Q: Will there be anywhere to sit?

A: Unfortunately, seating is not available at present but will be re-introduced once social distancing is further relaxed.

Should you require any further information then please don't hesitate to visit our website at mybst.org/movenewbury or contact one of the team on **01635 701100**.