

Evolve

Frequently Asked Questions



Q: What is happening to the Mixed Gym?

A: The Mixed Gym is having a complete refurbishment. All existing equipment is being removed and replaced with the latest Pulse Fitness Gym Equipment. The only exception is the Pulse dumbbells and plates which were purchased recently.

We're also taking this opportunity to rebrand the mixed gym as "Evolve" Mixed Gym.

Q: Is it a like for like swap?

A: We felt it important that everything you can do in the gym now, you need to be able to do post refurbishment. Therefore, we are making sure that the existing machines and racks are being replaced with their latest equivalent model. Most of the equipment is from Pulse Fitness who prides themselves on having the best available ergonomics and bio-mechanics. Each piece of their equipment has to be signed off by an expert in this area before it goes to production.

We are also increasing the number of some of the most popular equipment, adding additional dumbbells for the free-weights area on the main gym floor and replacing the 52.5kg to 65kg dumbbells with new fat-grip polyurethane dumbbells to match the rest.

And we are adding some new and exciting items such as Trixster bikes, Watt Bikes, Stairmasters, TrueForm HIIT Treadmills, Cardio Walls and a bespoke functional rig for the functional zone on the Mezzanine Floor.

New flooring will also be fitted in the free-weights room, main gym floor free-weights / plate area and functional zone.

All the new Pulse Cardiovascular equipment will be linked to the web and will allow users to integrate their workout with PulseMove, our brand new workout tracker that integrates seamlessly with both the equipment in the gym, and customers own fitness trackers (i.e. Fitbit, MyFitnessPal, Apple Health). Members will be able to browse the net, watch catch-up TV and Netflix, watch Freeview television and access a range of apps on each of these pieces of equipment.

Q: When will the work start and finish?

A: Some of the work will commence on the afternoon of the 4th of December, with the bulk of the refit commencing during the week of the 5 December to the 11 December. This period has been selected as December is typically a less busy time for overall gym usage and allows members to make the most of the new gym in the weeks before Christmas. The Mixed Gym will reopen at 06:30 on the 12 December.

Q: Does that mean the Mixed Gym will be closed for a week?

A: Unfortunately it does. This is a major £½million project for the charity and the only way to carry out all of the work that is required is to close the mixed gym (both floors) for the refurbishment.

During the closure all Just Gym members will be allowed to use the pool and health spa free of charge. All members of Basingstoke Sports Centre can also use our sister site in Newbury for free (upon presenting their valid membership card) during this period.

Q: Will I get a refund on my membership?

A: Regrettably, we are not able to offer refunds for this period. The charity would not be able to afford the refurbishment with the additional cost of refunds. However, we can assure all of our members that despite the significant investment being made in the facilities we will not be raising any prices this financial year.

For further information about our obligations with regard to membership and refunds, please refer to the terms and conditions of membership clause 12 iv at mybst.org/terms.

Q: So will membership prices rise in April 2017?

A: No. We are committed to providing the best possible facilities and service at the most competitive prices we can afford. There will be no price increase in April 2017 for new customers or those with zero memberships. Furthermore, we can reiterate that those with contract membership are secure in the knowledge that they are covered by our the Price for Life promise, subject to no breaks in membership.

Q: What's happening with the classes in Studio 2 and the Mezzanine circuit area?

A: The majority of those classes in Studio 2, cardiac rehab classes and circuits will be relocated to other areas within the Centre; however despite our best efforts we are unable to accommodate all of these classes and so a small number will have to be cancelled. A revised studio timetable showing all changes, and alternatives, will be available well in advance of 5th December.

Q: When will the Mixed Gym reopen?

A: We understand that this is extremely important to our customers. Not only will you want to see the new gym but you will also be keen to get back into your fitness regime, particularly in the lead up to the Christmas party season.

The Mixed Gym will open at 06:30 on Monday 12 December. Between the 12th and 15th of December usage will be exclusive to members only to ensure you have priority time in the gym as a thank-you for your patience during the closure period.

Q: Is anything happening to Shape Ladies Gym?

A: The air machines in Shape have reached the end of their viable life. These will be removed. The Technogym resistance circuit in the mixed gym mezzanine area is much newer than all other equipment in the mixed gym. This will be refurbished and re-upholstered and will be relocated to Shape to improve our ladies gym offer. Our Wi-Fi coverage will also be extended to cover much of the ladies gym too.

Q: What is happening to the old equipment?

A: Other than the newer equipment being relocated to Shape, all other equipment is being traded in. There will no items available for sale.

Q: Why can't men use Shape Ladies Gym?

A: Shape is a female-only facility. It is provided predominantly for those ladies who would not exercise in a mixed environment. The offer and size of Shape is also much smaller than the Mixed Gym. Notwithstanding the justified reason why it is ladies-only, its physical size would make it impractical to open it up to all members, even for a small period of time.

Q: Can I book a new Gym induction/programme?

A: Of course. Whilst experienced users will soon get used to how the new equipment works, we would be delighted to spend some time with you going over the new equipment, particularly the machines we haven't had before and the bespoke functional rig. Please speak to a member of the Gym Team to book your induction/programme.

For those who are confident to simply 'get on with it' the gym is staffed during all opening hours so if you do encounter anything you need help with please just shout out and one of the team will be happy to help.

The new CV kit and their consoles all have a 'quick start' function but to make the most of the functionality it would definitely be worth asking one of the team to give you a quick introduction.