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## HELP & CONTACT

### BEFORE YOU JOIN

#### THINKING OF JOINING QGYM?

##### HOW DO I SIGN UP?

It's so quick and easy!

You can get set up online or sign up directly at the gym, where our team is always on hand to help. Once you've signed up, you'll immediately be emailed your confirmation, once you have then sorted your fob key at the gym, you will be ready to go.

##### HOW OLD DO I HAVE TO BE TO JOIN THE GYM?

We offer student membership from the age of 6 years. This enables children until the age of 16 to join in with the Kid's classes on their membership. From the age of 16, students can sign up to the gym membership. We have no age maximum.

##### CAN I VISIT THE GYM BEFORE JOINING?

You can take a look around at any time at any of our gyms. Just report to the gym reception and a member of staff will show you around. You can buy day or weekly passes.

##### CAN I PUT A HOLD OR DELAY ON MY MEMBERSHIP?

Yes, when you first sign up you can have the option to delay the starting date by up to one month. To put a membership on hold we offer this for individuals signed off for medical reasons. If you need to put your membership on hold, we advise you to contact [info@q-gym.com](mailto:info@q-gym.com) where a member of staff will contact you and try and help you with the situation.

##### HOW DO I ACCESS THE GYM?

We do not offer membership cards, rather your own membership fob key which enables you to gain access to the gym. When you first join the gym, you will need to get your membership key at the gym itself. It will then be connected to your individual membership profile. Just hold your fob key next to the light box and the door will release making a noise on the box.

##### CAN I PAY FOR MY MEMBERSHIP IN CASH?

For memberships we only accept direct debits or one-off payments through direct debits. Directly at the gym you can pay cash for day or week passes. We also accept a 6 month only cash membership as a one-time payment. Our products can be purchased by cash.

##### IS THERE DISABLED ACCESS?

Yes, when you sign up to the gym, you can contact the gym directly to discuss your starting the gym. A staff member can then arrange to meet you on your first day to talk and go through any needs or requirements you may have.

##### CAN I JOIN IF I DO NOT HAVE A BRITISH BANK ACCOUNT?

Yes, but you will have to select one of our fixed term memberships, which will pay for one off payment.

##### CAN I PAY UPFRONT FOR A FIXED PERIOD OF TIME?

Yes, through our fixed term memberships, we offer a 6-month cash membership option.

##### CAN I GET A STUDENT DISCOUNT?

Yes, you can sign up online through our membership portal, just select student membership. Please be aware that when you first report to the gym you will have to show proof of your studentship otherwise you will be charged our standard price. We also offer other student discounts, please select student deals to see more.

##### WHEN WILL I RECEIVE MY FOB KEY?

You will receive your fob key when you first report to your gym reception. Fob key purchase is £5, and it will be connected to your membership profile only.

##### CORPORATE MEMBERSHIPS?

Yes, we do, to find out more and to register your corporate organization, please visit the corporate information page.

## **ABOUT OUR GYMS?**

### **DO YOU HAVE A WEIGHT LOSS PROGRAMME?**

Yes, we do, our transformation programmes enable a weight loss option.

### **CAN I LEAVE MY STUFF AT THE GYM OVER NIGHT?**

Unfortunately, no, as we are not responsible for any personal items. If we find any property, we will put it in our lost property pile.

### **ARE CLASSES INCLUDING IN MEMBERSHIPS?**

Yes, whether you pick class only membership or memberships that include the classes. We have over 50 classes to choose from which are adaptable for all abilities and levels.

### **HOW CAN I BOOK A CLASS?**

You can book a class as a member on your online portal. Otherwise you can book directly at the gym or by dropping us a call. If you are a non-member you can still book a class but only on the day.

### **CAN I HAVE A STAFF MEMBER SHOW ME HOW TO USE THE EQUIPMENT?**

Yes, you have the option to book an induction in which a trainer will show you the equipment and also write you're a custom training plan. Our staff are always on hand to offer free advice.

### **WHAT HAPPENS IF I DO NOT ATTEND A CLASS OR SERVICE BOOKING?**

If you do not attend a class that is booked, unless for emergency reasons with a one-time strike opportunity, you will run the risk of being charged for the class.

### **IS THERE WIFI AT THE GYM?**

Yes, we have free WIFI for our members at the gym, simply request the pass code at the reception.

### **CAN I BOOK PERSONAL TRAINING?**

Yes, we offer both pay as you go personal training for members and non-members. You receive a discount with personal training if you are a member at QGYM. Alternatively, we offer cheaper prices through one of our Personal Training membership options.

### **DO I HAVE TO HAVE AN INDUCTION BEFORE I START THE GYM?**

You do not have to have an induction, but we advise that you do so, this will enable you to have the knowledge of equipment and gain a training plan for your goals. QGYM are not held responsible for anyone who chooses to use the gym without the experience or knowledge.

### **ARE THERE SHOWERS & CHANGING FACILITIES?**

Yes, we have showers and changing room options.

### **DO YOU OFFER TOWELS?**

We sell towels if you require one for the gym

### **HOW HEAVY ARE YOUR FREE WEIGHTS?**

We have light weights from 1.5kg dumbbells all the way up to 60kg dumbbells. We also have a large range of Olympic plates and weight plates to train as heavy as you request whilst ensuring your safety and health.

### **CAN I PARK FOR FREE?**

Yes, there are different options of parking within the facilities, where free parking is also available for up to 3 hours.

## MEMBERSHIP INFORMATION?

### CAN I RESTART AN OLD MEMBERSHIP?

Yes, it is easy, you can simply log back into your member area and re add your membership. Alternatively contact QGYM and we can do this for you. If you access is no longer permitted, this is because your system has been deleted, in this case you will need to re-sign up.

### WHAT Q CORE CLASSES?

Q Core classes is our standard classes we offer. Other than our Cross fit Style training classes which are a separate membership.

### WHATS THE DIFFERENCE BETWEEN NO CONTRACT & CONTRACT MEMBERSHIPS?

No Contract membership means you can leave the membership at any time after your initial minimum one month. You cannot cancel the membership 3 days before or after billing. Contract memberships means to be contracted in for the duration in which you sign up to.

### CAN I ACCESS MORE THAN ONE FACILITY?

Yes, if you have added the option of add on facility, then you can access other facilities.

### CAN I UPGRADE OR REDUCE MY MEMBERSHIP?

You can upgrade your membership at any time. You can reduce your membership if you are in a non-contract membership, otherwise if you are in a contract membership, you cannot reduce this.

### CAN I MANAGE MY MEMEBERSHIPS ONLINE?

Yes, QGYM wants you to manage your memberships and have control throughout the day. You can log into your member portal through the QGYM app. You can access changes, updates and many other services. If there is anything you cannot do or require help for, contact [info@q-gym.com](mailto:info@q-gym.com) to gain help.

### CAN I REFER A FRIEND?

Yes, of course! Sometimes by referring a friend, we give out rewards and prizes. You can refer a friend as you sign up and through your member portal.

### CAN I SWITCH A MEMEBRSHIP?

Yes, as long as the membership is an increase or going from a no contract to a contract option.

### WHAT IS CORPORATE MEMBERSHIP?

Corporate memberships are special priced memberships with organisations that partner with QGYM. More information can be found through our corporate page.

### IS STUDENT MEMBERSHIP A CONTRACT?

Our student memberships options are both no contract and contract options. Savings can be made during the

### HOW DOES STUDENT MEMBERSHIP WORK FOR CHILDREN?

Any child under the age of 16 years can gain the student memberships for unlimited kid's classes.

## **FREEZING OR ENDING YOUR MEMBERSHIP?**

### **CAN I FREEZE A MEMEBRSHIP?**

If you are going on holiday or away for a period of time, then you will not be able to freeze your membership. We can accommodate medical reasons as well as certain personal reasons will be reviewed on an individual basis. This would need to go through the management line for discussion. Please contact [info@q-gym.com](mailto:info@q-gym.com), if you are looking to freeze your membership.

### **HOW DO I CANCEL MY MEMBERSHIP?**

If you are looking to cancel your no contract membership, then simply pop into your local gym and they will be able to cancel it for you. We advise once you have canceled your membership at the gym also notify your bank. Memberships cannot be cancelled within 3 days before or after a billing date. If you are in a contracted membership you will not be able to cancel your membership. Be aware that if you cancel your direct debit and have not cancelled within the gym facility you could be then put into arrears, as payments on our system will continue to be taken. Please contact the gym for advice on cancellation.

### **HAVE ENDED MY MEMBERSHIP BUT I AM RECEIVING EMAILS THAT I OWE MONEY?**

This may be due to you not cancelling the membership directly with the gym. Our system will still see you as a member even if you cancel your direct debit. Please contact the gym to rectify this. You may also still have outstanding money to be paid, we advise to contact the gym to correct the situation.

### **MY MONEY OWED HAS BEEN SENT TO A DEBT RECOVERY COMPANY?**

Before any outstanding money owed is sent to our connected debt agency, we will send reminders, followed by a final warning that payment is owed and what for. We advise that you contact the gym if you receive any email of payment owed. Any payment not made, we have stated within terms and conditions that admin fees will be applied.

### **HOW DO I CANCEL A CORPORATE FIXED TERM MEMBERSHIP?**

Please contact [info@q-gym.com](mailto:info@q-gym.com) to discuss cancelling your corporate membership.

## **OTHER INFORMATION?**

### **WHY DO I NEED TO AGREE TO THE HEALTH DECLARATION?**

We ask all members to sign our health declaration, to make sure everyone is safe, when using equipment and being in the gym. If you have any questions, please contact us or alternatively contact your doctor.

### **WHY AM I BEING ASKED TO PAY BEFORE THE NEW GYM HAS OPENED?**

Paying ahead of the launch day guarantees you will pay our lowest membership fee, promotional amount. After these payments, you will not pay anything until one month after the gym has opened.

### **STAYING SAFE AT THE GYM?**

We wish to ensure the safety of our clients within the gym environment. We always operate CCTV 24/7 which can be accessed by staff immediately. In any emergency situation please contact a member of staff.

### **IS MY PERSONAL INFORMATION SECURED?**

Yes, any personal information is secured. We operate with high security levels and take any personal information of our clients seriously. Any card details are entered on Gocardless website and are stored by Gocardless using strict security. Gocardless are also audited under the Payment Card Industry Data Security Standards and is a fully approved provider.

### **WHAT IF I FORGET MY GYM FOB KEY?**

Please do not worry, these things do happen. Simply report to reception who will check your membership and allow you into the gym.

### **CAN I LET OTHER PEOPLE USE MY FOB KEY?**

No! All of our entrances are monitored by CCTV, any unusual activity will be flagged, and your membership will be charged additional fees for breaching terms and conditions. Your membership can also be terminated.

### **WHAT HAPPENS IF ONE OF MY PAYMENTS FAILS?**

We understand that sometimes payments can fail or be missed. Please do not worry, send an email to [info@q-gym.com](mailto:info@q-gym.com) outlining the situation. You can then make the payment over the phone or be recharged again to your account. Please be aware that ongoing missed payments can be subject to additional admin fees.

### **ARE GYMS OPEN ON BANK HOLIDAYS?**

Yes, gyms are open on bank holidays, although hours may change. Please check updates through our social media platforms and google for any change in hours to your gym.

### **HAVE I FORGOTTEN SOMETHING AT THE GYM, WHAT SHOULD I DO?**

Our staff will collect any items left at the gym and place within our lost property. Please contact the gym if you leave anything. We will always try our best to return any lost items, but we cannot be held responsible for your personal property at the gym. If any items go unclaimed, they will be destroyed, donated to charity.

### **IS THERE CCTV AT THE GYM?**

Yes, we operate CCTV 24/7 and it is also managed and checked regularly.

### **DO YOU SELL GIFT VOUCHERS?**

Yes, you can buy vouchers online, they can be used for different services but are non-refundable even if unused.

### **IS THERE A QGYM APP?**

Yes, members can log into their portal through our GYMMASTER company app. You can download it from either Apple or Google Play. Visit member log in and app on the website to download the free app.

### **HAVING ISSUES WITH QGYM APP?**

If you are having an issue since downloaded, logging in and out will clear the data and hopefully fix any problems you are facing. If you are still having any problems including logging in, please contact [info@q-gym.com](mailto:info@q-gym.com) and we will contact you to correct the situation.

### **WHAT DO I DO IF MY FOB KEY DOESN'T WORK?**

If your fob key is not working, please report to reception and ask a member of staff. They will check your account and make any corrections for you.

### **WHEN WILL MY FIRST PAYMENTS BE TAKEN?**

Your first payment will be taken by direct or credit card when you sign up online and then following payments will be taken monthly thereafter. If you sign up at the gym first payment will be taken on the day.