



## WILLIS TOWERS WATSON FITNESS CENTRE – INFORMATION AND TERMS AND CONDITIONS

A fantastic service in the Willis Towers Watson Building is the Fitness Centre with Personal Training, Classes, Courses and Therapies. Employees in the building can become members of the Fitness Centre.

Contact **Fitness Centre Reception** at [LimeSt.FitnessCentre@willistowerswatson.com](mailto:LimeSt.FitnessCentre@willistowerswatson.com) or call 0203 124 6422

Willis Towers Watson colleagues can find [current information about Fitness Centre services by clicking here](#)

The Fitness Centre is available for use from 6am until 11pm daily and **manned weekdays from 7am until 7pm.**

To access the Fitness Centre you will be asked to present your Building Security ID Card at the Fitness Centre reception. Each member is entitled **ONE** complimentary towel per working day which can be collected from the Fitness Centre reception. Additional towels are available to hire at a £1 charge payable on your Building Security ID card (VMC). Used towels need to be taken back to Fitness Centre reception where your ID card will be returned. **Please note towels are only available during manned hours.**

It is a health and safety requirement that every gym member receives an induction. This is completed in two parts.

1. Completing a member induction form and a simple medical assessment taking approximately 10 minutes. If a member's blood pressure exceeds the acceptable limit (140/90) you will be referred to your GP.
2. The second part of the induction is the demonstration of how to use the equipment safely. This may be carried out in small groups or individually and will be led by a Fitness Instructor. It takes approximately 15 minutes.

The induction will take place at a time that is suitable for the member.

**Members will not be able to use the facility until they have successfully completed both parts of the induction process.**

### i. Membership Options

There is no joining fee and membership options are as follows: Willis Towers Watson (6 Months Direct Debit/Monthly via VMC) and Tenants (6 Months Direct Debit/Monthly via VMC)

### ii. Payment Queries

Colleagues and employees who join the Fitness Centre will sign-up to an initial 6-month contract via direct debit only. After the contract period the membership will continue via direct debit on a rolling monthly basis.

There are two alternative methods for questions regarding your membership and payments:

1. Contact Harlands Helpline for payment queries on 0871 250 2423
2. Contact the Fitness Centre for general queries on 0203 124 6422

### iii. Suspending or Cancelling Memberships

If for any reason you are considering changes to your membership, please contact the Fitness Centre in the first instance. We encourage you to be honest and open with your feedback so we can continually improve the services. However, there will be times when change is unavoidable and then you can follow the process outlined below. ***Please note if you do not follow this process you will continue to incur charges.***

**To cancel a membership**, members ***must*** email the Fitness Centre whereupon a cancellation form will be sent to you. This must be completed and returned in order for the request to be processed. All cancellations require one calendar months' notice which is initiated upon receipt of the completed cancellation form.

Membership fees already paid will not be refunded for whole or part months. If a previous payment has been made in the last 7 days a further payment won't be taken

Acceptable reasons for cancelling within a 6-month contract are as follows:

1. Leaving the company
2. Relocating to a different office
3. Medical reasons evidenced by a treating physician

**A member can also suspend** their membership by emailing the Fitness Centre:

1. If you are away from work for a period of 2 months or greater, for example travelling/secondments etc.
2. If you have medical reasons and a treating physician advises you not to exercise for a period of 2 months or greater.

### iv. Studio Classes

As part of the membership we offer a full class timetable. Class numbers are limited. Please use the following link to register on our [online booking system](#) and sign-up in advance for classes

Booking is available from 1 month in advance. Members can join a reserves list should the class already be full and they will be notified should places become available. Members are allowed to book one place only.

If you have booked a place on a class and are unable to attend, you should always cancel your space online or contact the Fitness Centre reception to allow others the opportunity to join the class. Persistent non-attendance or last-minute cancellations will result in the member being restricted from signing up for subsequent classes for a 2-week period.

In the interests of health and safety each class has a maximum number of participants. Participants will not be admitted into class after the warm-up period. If you are new to a class, please arrive early to enable you to understand the class format with the instructor. Please notify the instructor of injuries, illnesses, pregnancy or if there is anything which may affect your ability to workout prior to the start of the class.

Willis Towers Watson and Personal Touch Fitness reserve the right to amend the class types and times at any time.

#### v. Workout Programmes/Complimentary Personal Training sessions

When inducted, members can choose to be given a tailored personal fitness programme, please contact Fitness Centre reception or approach a Fitness Instructor to discuss your needs.

First time members enrolling on a 6-month contract will receive 4 complimentary 30-minute personal training sessions to be used within the first 8 weeks. Members on a monthly membership will receive 2 complimentary 30-minute personal training sessions to be used within your first 2 weeks. Complimentary training sessions do not apply to re-joining members.

#### vi. Personal Training/Therapies/Courses

The Fitness Centre offers personal training, holistic treatments, physiotherapy and additional courses like Yoga and Pilates for all Willis Towers Watson colleagues & employees. More information and prices can be obtained at the Fitness Centre reception.

#### vii. Lockers, Changing Rooms, Showers & Personal Belongings

Lockers are designated into two types – those for use whilst you are in the facility and those available for rent.

##### Unrented Lockers:

Members can utilize available lockers for the duration of their workout. All size lockers for storing your belongings whilst using the facility are provided free of charge, however you will need to bring your own padlock and will be **responsible for the safety of your belongings**. Padlocks are available from the Fitness Centre reception to purchase.

##### Lockers must be emptied after each use of the facility to allow other members use of them.

The Fitness Centre follows a strict policy where all padlocks/items remaining on/in unrented lockers will be removed by Fitness Centre staff. Any personal possessions will be kept safe until the owner returns for them. However, if this period of time is greater than 1 month, these items will be taken to facilities. Note that items not collected after an additional month will be donated to charity.

##### Rented Lockers:

There are three sizes of permanent lockers for rental (small - £5, medium - £10 and large - £15 per month respectively) payable by direct debit. These will be offered on a first come first serve basis. The minimum rental period will be 1 month after which it will roll month by month. Failure to pay for a rented locker may result in the locker being cleared and items being treated as lost property as above.

If the rented lockers become oversubscribed there will be a male/female waiting list at Fitness Centre reception. Colleagues or employees will be informed of a waiting list and take their relevant contact details and they will be offered as soon as it becomes available. Those on the waiting list will be emailed and offered a space on a first come, first served basis.

Only gym members who pay monthly are allowed to rent lockers. As soon as your membership is cancelled your locker rental will also be cancelled.

##### Personal Belongings:

Willis Towers Watson, Personal Touch Fitness and their employees and agents shall not be liable to any Fitness Centre member or Fitness Centre member, for any loss, damage or theft of personal property belonging to a Fitness Centre Member or Fitness Centre member, occurring at the Fitness Centre.

#### viii. Fitness Centre Facilities and Services including changing rooms, showers and lockers

Willis Towers Watson and Personal Touch Fitness will endeavour to provide these services on a consistent basis. Willis Towers Watson and Personal Touch Fitness reserve the right to amend the facility or service offer at any time. When possible, facility changes will be notified to members by providing one month's notice of temporary closure to complete maintenance, building works, repairs or improvements to the facility. No member fee refunds will be available as a result of any closure. If your membership is outside the initial 6-month contract you will be entitled to cancel your membership with one month's notice, but the site will not be able to guarantee the availability to re-join. You agree to comply with the Terms of Membership which are available from the Gym Reception and relate to opening hours, use of facilities and your conduct. We may make reasonable changes to these Terms at any time provided we give you reasonable advance notice of the change.