

Environment and Community Services
Sports & Fitness
Tel: 020 3772 2999
E-mail: membershipadmin@richmondandwandsworth.gov.uk

March 2021

Dear Member

Please note that all the below information is subject to government guidance and maybe changed at any time.

We are pleased to be able to write to you with an update regarding the reactivation of your membership at London Borough of Richmond upon Thames Sports and Fitness Centres.

During the recent lockdown closure period all memberships had been suspended and no payments have been processed. I am pleased to announce that the service will now be able to reopen on the following days:

Planned schedule for reopening*

29th March 2021- pay as you go sessions only until 19th April

- Outdoor Pool - Pools on the Park

12th April 2021- pay as you go sessions only until 19th April

- Gym and Indoor Pools – Pools on the Park and Teddington Pools & Fitness Centre
- Gym – Shene Sports & Fitness Centre

17th May 2021

- Studio classes – Pools on the Park, Teddington Pools & Fitness Centre and Shene Sports & Fitness Centre

Pay as you go bookings can be made up to 7 days in advance of the dates above. You may book using our LBRUT Sports app, online or by phone. Please note in order to book a session for multiple people or children you will need to call 020 3772 2999.

*Subject to Government Guidance

Direct Debit Memberships

- Sessions booked from 29th March to 18th April will be charged at our pay as you go rates.
- All monthly direct debit memberships at Teddington Pools & Fitness Centre, Pools on the Park and Shene Sports & Fitness Centre will be reactivated from 19th April 2021.
- Members can access the facilities as part of their membership from 19th April 2021 to reflect the number of lost days prior to the lockdown.
- Due to the recent lockdown, no payments have been taken. Your next direct debit will be collected on the 28th April 2021.
- The terms and conditions of your membership remain unchanged.

Annual Memberships

- Sessions booked from 29th March to 18th April 2021 will be charged at our pay as you go rates. If you wish to reinstate your annual membership and book sessions using your membership during this time, please email membershipadmin@richmond.gov.uk
- All annual memberships will be reactivated from 19th April 2021.
- Memberships will be extended at the end of the membership period to reflect the period of lockdown and closure of the service.

Bookings

- Bookings for the Pools, Gym and Group Exercise Classes can be made via the LBRUT Sports app, website or by phone (020 3772 2999).

Freeze

- If your membership was previously on freeze, please ensure you re-complete a freeze request form by the 15th April 2021 if you do not wish to return. Otherwise your membership will be reinstated, and a direct debit will be collected on the 28th April 2021.
- If you wish to freeze your membership, submit your request using our online freeze request form before the 15th April 2021.

Cancellations

- If you wish to cancel your membership, please submit your request using our online cancellation form before the 15th day of the month.
- If you have changed your bank details or have already cancelled at the bank and wish to continue to use the service, then a membership advisor appointment will be required to re-instate your membership. This can be arranged by emailing membershipadmin@richmond.gov.uk or by calling us on 020 3772 2999.

We look forward to welcoming all our members back to the service. If you would like a new gym programme or reprogramme, please email us at leisure@richmond.gov.uk

Further information can be found by visiting our website at www.richmond.gov.uk/sports, downloading the LBRUT Sports app and following us on social media.

Kind regards

Membership Team
Feel Good Fitness