

# Frequently Asked Questions

## What memberships are available?

You can choose from 'Swimming', 'Gym/Spa' and 'Track' Memberships.

## What's included in the memberships?



Swimming: Use of leisure & competition swimming pools and outdoor track.



Gym/Spa: Use of fitness zone gym, health suite spa, gym induction, outdoor track. This also will include complimentary use of the pool until its closure (subject to availability).



Track: Use of outdoor track.

Terms and conditions apply and usage is subject to availability.

## How long is my membership?

You get the most value from fitness when it's part of your everyday life. That's why we offer a 12-month membership as standard. We also have 3 month membership options available if you're the kind of person who needs greater flexibility.

## How do I pay?

Whether you're looking to pay monthly, pay for 3 months up front or to save money with a 12-month membership package, we have options to suit you. Our flexible payment plans mean you can choose the date you want your membership to start, so you'll only pay from your first session onwards.

## Do you offer a discount?

Yes, we offer 30% discount on memberships to customers over the age of 65 and students in full time education. Please bring your Photographic ID or a Dated Student ID Card to evidence eligibility for the discount. If you currently receive a Disability Living Allowance please speak to one of our receptionists about the discount and services available.

## Can I change my membership package?

Yes, we understand that one of our new packages might suit you better and we're committed to help you find the best membership to suit your needs. Just fill out a 'Switch Form' at Reception and we'll transfer you onto your chosen package. Please note that Terms and Conditions apply.

## **Do I need a gym induction?**

Prior to using the gym, all new visitors are required to attend an induction course to ensure that they are able to use the equipment safely. The induction courses are operated on a pre-book and pay basis only, so please call the NSC reception team in advance to ask for the required session and they will arrange this for you.

Induction sessions are held every day at 11am and 1pm and take approximately 60 minutes to complete. If you wish to try the equipment during the induction please wear suitable clothing.

## **Can I use the outdoor track?**

Yes, if you are a 'swimming' or 'gym/spa' member paying monthly or annual you are able to use the track free of charge. If you only wish to use the track we offer an annual membership at £60 for adults or £42 for over 65s & students.

## **If I no longer want to be a member of the National Sports Centre, can I cancel my membership?**

Yes, please contact our admin team at [nsc@gov.im](mailto:nsc@gov.im). Please note that Terms and Conditions apply and an annual membership cannot be refunded.

## **Is the pool closing?**

The NSC is planning a pool refurbishment during 2018 which will result in a pool closure for a period of time. If you are purchasing a Swimming Pool membership, during the period of closure your membership will be frozen and reinstated as soon as the pool reopens.

## **Are there age limits to the memberships?**

Customers aged 16+ are permitted to take out a Gym/Spa membership. Children aged 8+ are eligible for the Swimming Pool membership.

**Full Terms & Conditions of NSC memberships can be found at [www.gov.im/sport](http://www.gov.im/sport)**