

Q:MK Gym Management Provider Change FAQs

Following a competitive procurement process for the management of Network Rail's gym portfolio, the contract has been awarded to a new supplier, Energy Fitness Professionals.

This change in provider will take effect from the **1st July 2018**.

Q. What will change in the gym?

A. Facility branding and staff uniform will change to reflect the new provider. The existing classes will remain in place for the first 6 months to provide consistency to existing members, and a review will follow, in order to respond to customer feedback. The provision of towels will continue to be provided and all of the equipment will remain.

Q. Will there be any change in the price of my membership?

A. No, membership rates will not change for gym members until a price review in January 2020.

Q. Will the date of my Direct Debit payment change with the new provider?

A. No, Energy Fitness Professionals always collect the Direct Debits on or around the 01st of each month.

Q. What will happen to my Direct Debit payments?

A. There's no action required from you to continue paying by Direct Debit. You will be notified that there will be a transfer of Direct Debits. The only change you will then notice is that Energy Fitness Professionals will appear on your bank statement instead of Nuffield Health. Your payments will continue to be protected by the Direct Debit Guarantee.

Q. I currently receive a discount on my membership to an external Nuffield Health gym, will this continue?

A. Yes, All Network Rail staff will continue to be eligible for a 10% discount at Nuffield Health gyms across the country. Please contact quadrantgym@networkrail.co.uk for any further queries related to memberships at other Nuffield Health facilities.

Q. I wish to join the gym, how do I set this up?

A. For new membership queries up to the end of June 2018, please contact Nuffield Health at quadrantgym@networkrail.co.uk. Following the start of the new provider, the contact details for Energy Fitness Professionals will be made available.

Q. I wish to cancel my gym membership, what do I need to do?

A. Contact a member of the Nuffield Health team and follow your existing cancellation process up until the end of June 2018.

