

Fitness First

Healthcare and Fitness

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CSS325 Database systems

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Sirindhorn International Institute of Technology

Thammasat University

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Abstract

The objective of this project is to learn and understand the process of database systems, entity-relationship modeling, database modeling, entity relationship diagram and extended entity relationship diagram. Moreover, to have experience of database Systems CSS325. This experience can also be developed to use in future careers.

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1 Introduction

To begin with, the business domain is Healthcare. Our business's interest is Fitness First which is a world's leading health and fitness center brand founded in the United Kingdom, 1993. From now on Fitness First has 360 clubs around the world and area served in 17 countries.

2 Company Profile and Background

The first Fitness First club was opened by Mike Balfour in 1993 in Bournemouth, UK. Fitness First entered the Australian market in 2000 after buying assets from the collapsed Healthland chain and acquiring a number of Living Well Lady locations owned by the Hilton Group in 2006. In 2003, the company was sold to Cinven for £404 million, making the company private, and re-sold in 2005 to BC Partners for £835 million, at a time when EBITDA was around £95 million. The company opened its first clubs in India in 2008.



By 2012, a high debt, a failed IPO, and increasing competition from low-cost fitness chains forced the company to abandon expansion plans and had to sell clubs in Spain, Italy, and Benelux-member nations and sell off 24 of its 97 Australian clubs. It was subsequently acquired by Oaktree Capital Management and Marathon Asset Management through a £550 million debt-for-equity swap.

Since then, ownership of the company has been diluted around the world, largely due to sustained losses. The Australian arm of Fitness First was sold in 2016 to the Fitness and Lifestyle Group. In the same year, DW Sports Fitness acquired all 62 Fitness First clubs in the UK, selling 14 of those and continuing to operate 48 under the Fitness First brand. In 2017, the Fitness First Asia business that was operating in Hong Kong, Indonesia, Malaysia, Philippines, Singapore, and Thailand, merged with Celebrity Fitness to create Evolution Wellness, co-owned by Oaktree and Navis Capital Partners. As of December 2018, there are 95 Fitness First clubs in the Fitness First Asia network.

Fitness First's mission is to be Fitness Leaders who inspire people to go further in fitness and life, and their belief is that fitness gives people confidence, energy, and self-belief.

2.1 Business process

Business processes are the steps of business tasks and activities that when performed by people or systems that produce an outcome that contributes to business goals. All businesses require business processes to obtain successful business operations and business growth. Fitness First has several business processes, including membership process, booking process, and customer service.

The main business process of Fitness First is the membership process. The membership process requires registration, which can be done online through Fitness First's website. First, the customers need to choose their preferred Fitness First's location, then select the package that they want to register. There are different types of membership packages and duration in each location for customers to choose. The customers can also choose to add-on some additional activities that Fitness First offers. Moreover, they can also enter the promotion code for a discount. After the customers choose their packages, they need to provide Fitness First their personal information, generally the personal details and contact details. The person who registered can also get the membership as a gift as well. For online registration, the payment method available is credit card.

Booking process is also one of the important processes, since Fitness First provides classes for all customers to attend. Those classes include cardio class, dance class, bodycombat, etc. Booking process can be done online through Fitness First's website or on a mobile application. Customers need to login, so

they can start to book a class by choosing a club and an instructor that they prefer, then choose the class they want to attend. After customers check the information, they need to tap the book class button to confirm their booking. Customers can track their classes on the booking icon. For non-members, if they have made a payment for a class, they will receive an invoice via email.

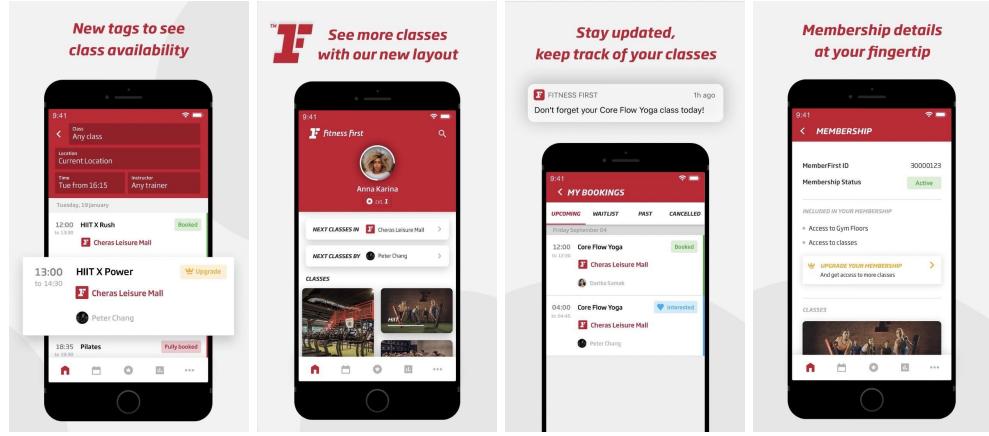


figure 2 The example of class booking via mobile application

Customer service is the support you offer your customers both before and after they buy and use the services. Fitness First also provides customer service to deliver proactive and immediate support to customers anytime for their enjoyable experience. The services are provided for all customers, including the facilities such as fitness classes, member lounge, changing room, and locker. If customers would like to complain about problems they have experienced, they can put comments in the message box at Fitness First. They can also give feedback to Fitness First by telling our employee as well.

2.2 Business policy

The company has rules and regulations for accessing the service. This is an example of the terms we offer and we think are related to our data objectives.

Fitness First Rule

Membership

c). Upon acceptance, the Member will be issued with a Membership card and the Member shall be entitled to all the rights and privileges exercisable by the class of Membership of which his/her

application has been accepted. If a Membership card is lost or mislaid, the Management will issue a replacement card at a processing charge.

d). Any Member to enter the Club without a valid Membership will only be admitted at the absolute discretion of the Management.

e). Comfort Guarantee - Customers have a 'comfort guarantee' period of 7 days commencing from the date a Contract is formed, or in case of a new club, the grand opening date. If you wish to utilize this period to cancel your membership, you are required to tell us in writing (preferably on the form supplied by us) that you want to cancel your membership during your Comfort Guarantee Period. We will cancel your contract and refund your monthly dues, joining fee and 50% of Fitness Service fee or Personal Training fee (if applicable). Membership is non-transferable during the comfort guarantee period. After the Comfort Guarantee Period ends, if you wish to terminate /cancel the Contract, you must pay certain fees.

f) Membership Categories

i) Membership Type

- Lifestyle Home / Platinum Passport*
- Flexi Platinum Passport*
- Off Peak Membership:*

Limited hours at one stipulated club only.

Mon-Fri: 09.00-11.00 and 14.00-16.30

Sat/Sun/Public Holiday: No time restrictions

h). Membership Fees

i). You agree to pay the dues and fees as stated on the front of this contract. If you are under 18, Fitness First requires a parent or guardian to guarantee payment. Fitness First immediately earns the joining Fee and administration fees when you buy your membership. These fees and any prepaid monthly dues are not refundable. Whether or not you use the facilities, you must still pay your monthly dues.

ii). A monthly Membership fee ('dues') is payable in advance by autopay. The Company reserves the right to charge a nominal fee in the event of unsuccessful collection of autopay due to members bank account error or otherwise.

iii). If you have a monthly membership, Fitness First will increase your monthly dues once every 12 months of membership anniversary. Written notice will be provided a minimum of 30 days in advance. If you have a period membership, do check the availability of the membership plan and your new renewal amount.

i). Memberships are available to individuals who have attained a minimum age of 15 years.

k). Freezing Membership

In the event a member shall be subject to a prolonged period of absence from the Club maximum 12 months, a member may

"FREEZE" their membership by continuing to pay a freeze fee. A member must give one calendar month's notice in writing to any. Fitness First club and the Freeze period must be for a period of not period or cancellation of membership. Freezing will only be approved for genuine reasons of inability to use the Club facilities. If the freeze is due to medical reasons or pregnancy, a certified true copy of medical letter from approved medical practitioners must be produced. Freeze fee may be increased at any time at the discretion of the Management.

m). Termination of Membership within the Minimum Commitment: If customers wish to cancel your membership for any reason whilst you are within your minimum commitment period, a penalty fee will be applied based on the number of months remaining in your commitment. The penalty fee amount will be equivalent to 50% of the value remaining in your commitment period. You may wish to transfer membership to any non-member of Fitness First; a transfer fee will be applied and the person taking over your membership will be charged the current rates for your membership type. The penalty fee will be waived should you choose to transfer to a non-member of Fitness First.

n). All membership deposits (excluding locker and access card deposits) made will be forfeited 4 months after the cancellation or expiry of membership should the deposit not be claimed.

Expulsion of Members

a) The Company and/or the Management may terminate the Membership of any Member:

iii) If any Monthly Membership fees, locker fees or service charges remain unpaid after the due date for payment.

Guests

a). Members introducing Guests shall ensure that their Guests obtain a Guest Pass and/ or pay the current Guest fee.

Gymnasium

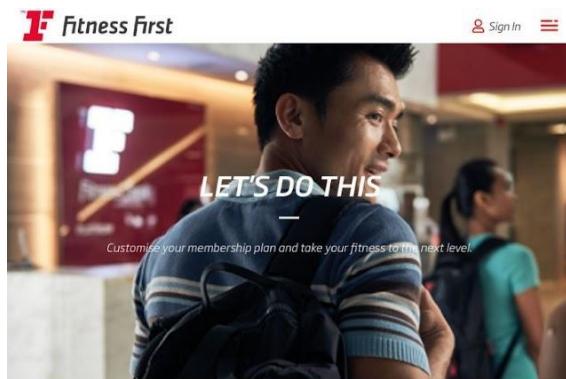
i). Members or Guests are entitled to one set of (bath and face) towels and workout attire at platinum clubs.

Lockers

a). A day use locker is provided to each member & guest at each visit. The day use locker must be vacated before leaving the club. Day use lockers left overnight will be cleared out.

b). Private lockers are available for rental at prevailing monthly fees which may change from time to time. Lockers monthly fees must be paid a minimum 4 months upfront. Lockers are not transferable.

Application form



Find a club that fits you

Select a club

CLUB LOCATIONS

ALL PREMIUM PLATINUM ZONE CLUB CLASS VIRTUAL STUDI

The full selection of clubs available nationwide.

Central Festival Hatyai 151B, G Floor, Central Festival Hatyai, Kancharanwai Rd, Hatyai, Songkhla, 90110, Thailand 02-118-6665 VIEW MORE SELECT	CentralPlaza Bangna 36th & 37th Floor, Bangna Tred Rd, Bangna, Bangkok, Thailand, 10260, Thailand 02-118-6665 VIEW MORE SELECT	CentralPlaza Chaengwattana 99, 6th-Floor, Moo 2, Chongnontree Rd, Bangtoid, Pakkret, Nonthaburi, Thailand, 11120, Thailand 02-118-6665 VIEW MORE SELECT
CentralPlaza Chonburi 55-59-89, 55-91 Tambol Aumpet, Amphoe Muang, Chonburi, Thailand, 20000, Thailand 02-118-6665 VIEW MORE SELECT	CentralPlaza Grand Rama 9 Room 703, 7 Floor, 9/8 Rama 9 Rd, Huai Khwang, Bangkok, Thailand, 10330, Thailand 02-118-6665 VIEW MORE SELECT	CentralPlaza Khonkaen 462, 4 Floor, Srijan Rd, Tambol NaMueang, Khonkaen, Thailand, 40000, Thailand 02-118-6665 VIEW MORE SELECT
CentralPlaza Pinklao 2222, 5th Floor, Baancharoen Rd, Asoan Amon, Bangkok, Bangkok, Thailand, 10700, Thailand 02-118-6665 VIEW MORE SELECT	CentralPlaza Rama 2 200 (Room no. 4-38 - 4-39) Rama 2 road, Bangkok, Bangkok, Thailand, 10150, Thailand 02-118-6665 VIEW MORE SELECT	CentralPlaza Rama 3 79 Sothiprada Rd, Kweeng Chai, Khlong Lamphwa, Bangkok, Bangkok, Thailand, 10120, Thailand 02-118-6665 VIEW MORE SELECT
CentralPlaza Rattanathibet 69/9, 2nd Floor, Med 6, Rattanathibet Rd, Bangkok, Muang, Nonthaburi, Thailand, 11000, Thailand 02-118-6665 VIEW MORE SELECT	CentralPlaza Udonthani 277/3-3, 27/5, Project Udonthani Road, Mokkhong, Muang Udonthani, Thailand, 41000, Thailand 02-118-6665 VIEW MORE SELECT	Club 39 8th Floor, Boribohak Bid 55, Klongtoey-nuea, Wattana, Bangkok, Bangkok, 10110, Thailand 02-118-6665 VIEW MORE SELECT

Sign In

CLUB LOCATION BUILD YOUR PLAN ADD-ONS PERSONAL DETAILS PAYMENT

Your Plan Includes
A comprehensive fitness experience, whether at the gym or at home.

Gym Access, Home Club Future Park Rangsit
THB 2,011.60/mth

Select Your Preferred Options
Choose from a variety of options catered to complement your fitness journey.

Unlimited Group Fitness Classes
INCLUDED

Select your access level
Access our gyms at convenient locations.

SINGLE-BRAND ACCESS **DUAL-BRAND UPGRADE**

Home Club Future Park Rangsit
INCLUDED **Upgrade to Premium Passport** + THB 551.05/mth **Upgrade to Platinum Passport** + THB 754.35/mth

Upgrade to Zone + THB 807.85/mth **Upgrade to Club Class** + THB 1,289.35/mth

Select your commitment length
Choose a term that fits you.

12 Months INCLUDED **24 Months** - THB 107.00/mth **5 Months** + THB 321.00/mth

Select your start date
Begin working out with us. Select a date to start.

Start Date

Our 7-day refund policy*
If you change your mind within 7 days after making payment, you can get full refund.

With regards to the COVID-19 pandemic at the moment, some of our clubs are temporarily closed as per Government guidelines.

figure 3 Application form

CLUB LOCATION **BUILD YOUR PLAN** **ADD-ONS** **PERSONAL DETAILS** **PAYMENT**

Select your add-on session
Get a personalized fitness plan that will deliver results. Take your pick of how much guidance you need and get things started off right!

BODYFIRST®
Great Start Reward
60 min/session, 3 Sessions
THB 1,712.00

5 Starter Personal Training Sessions
Value Personal Training Package for new members
60 min/session, 5 Sessions
THB 3,210.00

Virtual Studio
Access your favourite fitness classes online.
THB 59.00/mth

Our 7-day refund policy*
If you change your mind within 7 days of making payment, you can get full refund.

With regards to the COVID-19 pandemic at the moment, some of our clubs are temporarily closed as per Government guidelines.

CLUB LOCATION **BUILD YOUR PLAN** **ADD-ONS** **PERSONAL DETAILS** **PAYMENT**

YOUR PLAN DETAILS

TO PAY THIS MONTH **THB 1,609.28**
(inclusive of VAT)

MONTHLY RECURRING PAYMENT **THB 2,011.60**
(inclusive of VAT)

PAYABLE BY CREDIT CARD ONLY

Location **FUTURE PARK RANGSIT**

Start Date **WED, 07 SEPTEMBER 2022**

YOUR PLAN INCLUDES
Gym Access, Home Club
Future Park Rangsit

INCLUDED
Unlimited Group Fitness Classes

ACCESS LEVEL
Home Club Future Park Rangsit

INCLUDED

COMMITMENT LENGTH
12 Months

INCLUDED

TOTAL MONTHLY RECURRING PAYMENT **THB 2,011.60**
(inclusive of VAT)

First Recurring Billing - Sat, 01 Oct 2022

Pro Rata Package Plan
Gym Access, Home Club

THB 1,609.28

PRO RATA FIRST MONTH PAYMENT **THB 1,609.28**
(inclusive of VAT)

TO PAY THIS MONTH **THB 1,609.28**
(inclusive of VAT)

ENTER PROMO CODE **APPLY PROMO CODE**

Our 7-day refund policy*
If you change your mind within 7 days of making payment, you can get full refund.

TO PAY THIS MONTH: **THB 1,609.28** (inclusive of VAT)

CONTINUE

With regards to the COVID-19 pandemic at the moment, some of our clubs are temporarily closed as per Government guidelines.


Sign In
≡



Your personal details (Input in English only)

First Name _____ Last Name _____

National ID No Passport No _____

Date of Birth (DD/MM/YYYY) eg. 22/12/1999 _____

Gender _____

Male Female _____

Your contact details (Input in English only)

Address Line 1 _____

Address Line 2 _____

Post Code _____ City / Province / State _____ Country _____

Thailand _____

(+66) _____ Mobile Number _____ Email _____

I agree to the [Membership Terms & Conditions](#), [Privacy Policy](#), [Club Rules](#) & [Terms Of Use](#)

I have read and agree to the [health statement](#)

I would like to receive offers from Evolution Wellness (Thailand) LTD. and its partners

Our 7-day refund policy*
If you change your mind within 7 days after making payment, you can get full refund.

With regards to the COVID-19 pandemic at the moment, some of our clubs are temporarily closed as per Government guidelines. X

3 Business Requirement Analysis

Fitness First has the responsibility to serve customers who come to each branch, including collecting customer information to contribute to quality service. In addition, other parts of the data are collected, whether it is employee information in the company, equipment, and facilities, etc.

3.1 Business Rule

1. A customer can choose main branches from many locations, main branches can be chosen from multiple customers.
2. Personal information of the customer contains name, identification number, date of birth (can be calculated to date), gender, address defined by postcode and city, mobile number, and email.
3. Branch has an unique ID branch, mobile number, fax number, and address.
4. Each club branch has many employees but has one manager, and a manager will be hired to manage only one branch.
5. A customer can choose one package, while a package can be selected by multiple customers.
6. Each club branch has facilities, which are the member lounge and changing room.
7. Each club branch provides exercise classes, which customers can attend.
8. There are three types of employee, which are manager, trainer, and part-time employee.
9. A manager has experience and a full-time salary as unique attributes. A trainer has a certificate and a full-time salary as unique attributes. A part-time employee has a part-time salary.
10. An employee has an unique employee ID, email, phone number, and address.
11. Branch has an unique ID branch, mobile number, fax number, and address.
12. A customer can register for a membership.
13. A package contains package ID, package name, starting date, ending date, contract periods (24 months, 12 months, and 5 months).
14. A customer can make a payment by credit card only.

15. A credit card payment can be paid monthly or one time for the total amount.
16. A class must contain class ID, class name, and trainer name.
17. A trainer can have many customers, and a customer can have any number of trainers.
18. A customer can use only one locker, and a locker can be used at one time.
19. Customers can choose to attend any class, while a class can be attended by no more than thirty customers.
20. Each branch has many exercise equipment.
21. Exercise equipment contains equipment ID, name of each equipment, and an installation date.
22. Equipment Agencies provide many exercise equipment, and many exercise equipment are provided by many agencies.
23. A member can get a discount, and a discount can be gotten by one member.
24. A customer can use any exercise equipment.

3.2 Business Constraints

Membership

1. Personal information must be in English.
2. If a customer makes a payment on the debit card, a customer will be charged 187.25 per month.
3. The customer must be a sole member and cannot transfer or refund.
4. To enter the club members must present their membership card every time.
5. Customers have to pay before using the service to maintain membership.
6. The member must not use any club facilities whilst suffering from any infections or contagious illness, disease or other ailment such as open cuts, abrasions, open sores or minor infection, where there is risk that such use may be detrimental to the health, safety, comfort or physical condition of other members.
7. All members and guests must wear proper gym attire when exercising. A top is required that covers the chest area, no torn clothes are permitted. Closed toe, non-marking, rubber soled shoes are required at all times in the gymnasium and in the aerobics room.

Customer service

9. Customers must vacate the locker before leaving the club.
10. The day use locker must be vacated before leaving the club.

4 Data Modeling

This is an EER diagram of Fitness First company that analyzed business rules and business constraints.

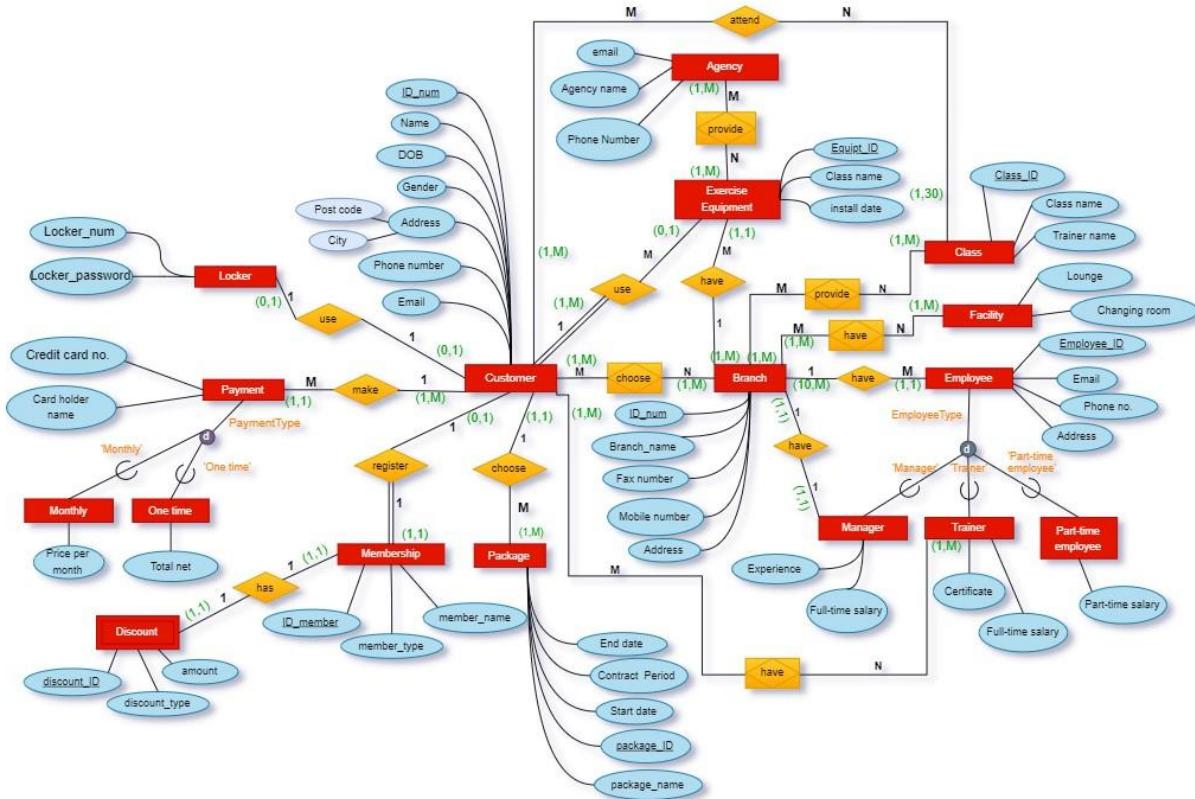


figure 4 EER diagram

5 Conclusions and recommendations

In conclusion, this report has shown that the process of database systems, entity-relationship modeling, database modeling, entity relationship diagram, and extended entity relationship diagram of Fitness First has a variety of exercises that customers can choose, including the management relationship of employees. Moreover, the company adds various facilities in each branch for customers. This report tries to cover all of the factors in the database of Fitness First. Therefore, Fitness First has a great database analysis to make the most advantage for customers and company.

6 References

- [1] www.fitnessfirst.co.th
- [2] <https://www.fitnessfirst.asia>
- [3] Fitness First Asia application
- [4] <https://www.fitnessfirst.co.th/privacy-policy>
- [5] <https://www.fitnessfirst.co.th/join-online>
- [6] <https://www.fitnessfirst.co.th/timetable>
- [7] <https://www.fitnessfirst.co.th/club-rules>

Appendix A: Place the title of appendix here

Each of the following sub-appendices contains a full version of the communications material described in the database system of Fitness First and also offer annotations that can help guide you through developing your own materials.

A-1: Fitness First Logos

A-2: Mobile application

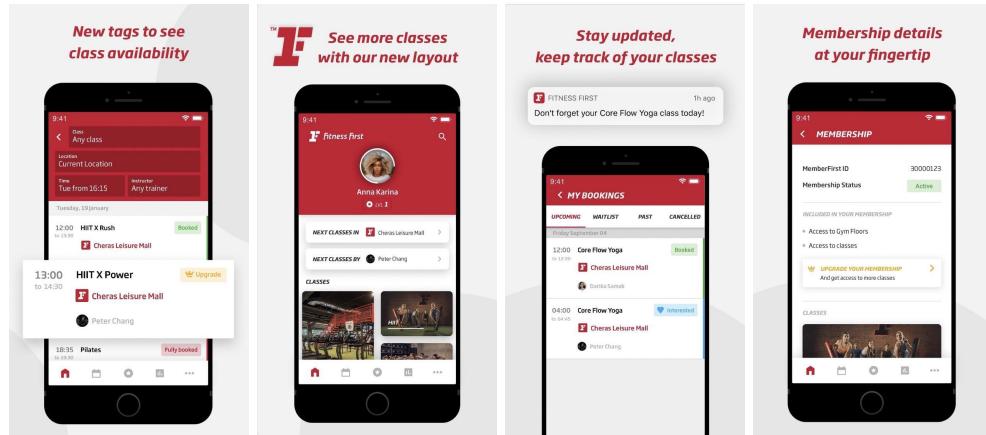
A-3: Application form

A-4: Business policy

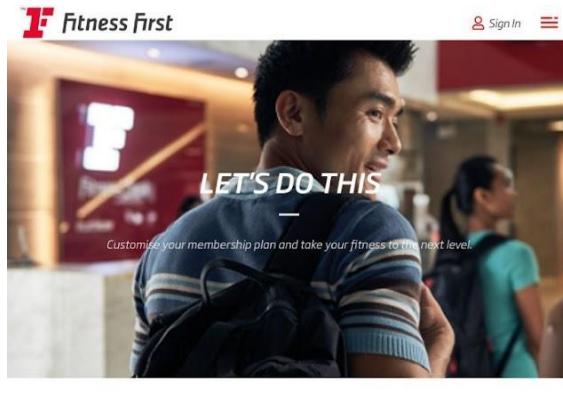
Appendix A-1



Appendix A-2



Appendix A-3:



LET'S DO THIS

Customize your membership plan and take your fitness to the next level.

Find a club that fits you

Select a club

CLUBS

ALL PREMIUM PLATINUM ZONE CLUB CLASS VIRTUAL STUDI

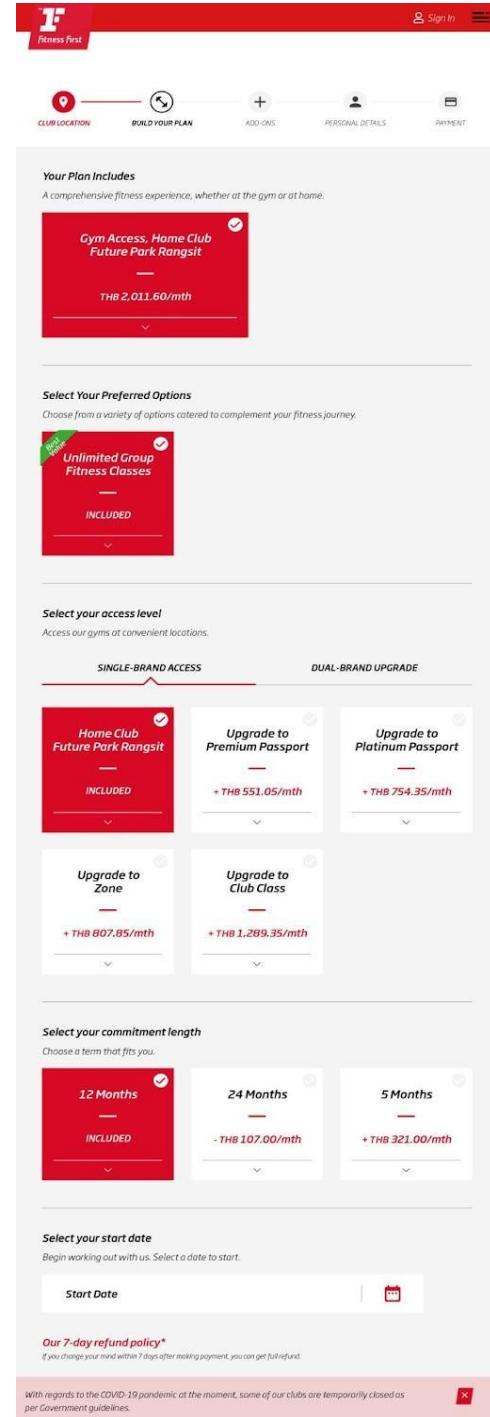
📍 The full selection of clubs available nationwide.

Central Festival Hatyai	CentralPlaza Bangna	CentralPlaza Chaengwattana
📍 151B, G Floor, Central Festival Hatyai, Khonkaenwittayu Rd, Hatyai, Songkhla, 90110, Thailand	📍 36th & 37th Floor, Bangna Trad Rd, Bangkok, Bangkok, Thailand, 10260, Thailand	📍 99, 6th Floor, Moo 2, Chaengwattana Rd, Bangkok, Bangkok, Thailand, 11120, Thailand
📞 02-118-6665	📞 02-118-6665	📞 02-118-6665
VIEW MORE	VIEW MORE	VIEW MORE
SELECT	SELECT	SELECT

CentralPlaza Chonburi	CentralPlaza Grand Rama 9	CentralPlaza Khonkaen
📍 55/89-99, 5/5/F, Tambon-samet, Aumpornmuang, Chonburi, Thailand, 20000, Thailand	📍 Room 703, 7/Floor, 9/9 Rama 9 Rd, Huai Khwang, Bangkok, Bangkok, Thailand, 10320, Thailand	📍 462, 4/Floor Sirikan Rd, Tambon NaiMeng, Khonkaen, Thailand, 40000, Thailand
📞 02-118-6665	📞 02-118-6665	📞 02-118-6665
VIEW MORE	VIEW MORE	VIEW MORE
SELECT	SELECT	SELECT

CentralPlaza Pinklao	CentralPlaza Rama 2	CentralPlaza Rama 3
📍 7/222, 5th Floor, Baromrachanee Rd, Asoon-Amin, Bangkok, Bangkok, Thailand, 10700, Thailand	📍 160 (Room no. 438 - 439) Rama 2 Road, Samoe-dam, bangkhae, Bangkok, Bangkok, Thailand, 10150, Thailand	📍 79 Sathupradit Rd, Kwaeng Changnoi, Khet Yannawa, Bangkok, Bangkok, Thailand, 10120, Thailand
📞 02-118-6665	📞 02-118-6665	📞 02-118-6665
VIEW MORE	VIEW MORE	VIEW MORE
SELECT	SELECT	SELECT

CentralPlaza Rattanathibet	CentralPlaza Udonthani	Club 39
📍 68/519, 2nd Floor, Mod8, Rattanathibet Rd, Bangkok, Muang, Nonthaburi, Thailand, 11000, Thailand	📍 277/1-3, 271/S, Prayuklipsakorn Road, Makkhong, Muang Udonthani, Thailand, 40110, Thailand	📍 8th Floor, Biohouse Bld 55 Klongtoeyne, Watthana, Bangkok, Bangkok, Thailand, 10110, Thailand
📞 02-118-6665	📞 02-118-6665	📞 02-118-6665
VIEW MORE	VIEW MORE	VIEW MORE
SELECT	SELECT	SELECT



CLUB LOCATION **BUILD YOUR PLAN** **ADD-ONS** **PERSONAL DETAILS** **PAYMENT**

Your Plan Includes

A comprehensive fitness experience, whether at the gym or at home.

Gym Access, Home Club Future Park Rangsit **THB 2,011.60/mth**

Select Your Preferred Options

Choose from a variety of options catered to complement your fitness journey.

Unlimited Group Fitness Classes **INCLUDED**

Select your access level

Access our gyms at convenient locations.

SINGLE-BRAND ACCESS **DUAL-BRAND UPGRADE**

Home Club Future Park Rangsit **INCLUDED** **Upgrade to Premium Passport** **+ THB 551.05/mth**

Upgrade to Platinum Passport **+ THB 754.35/mth**

Upgrade to Zone **+ THB 807.85/mth** **Upgrade to Club Class** **+ THB 1,289.35/mth**

Select your commitment length

Choose a term that fits you.

12 Months **INCLUDED** **24 Months** **- THB 107.00/mth** **5 Months** **+ THB 321.00/mth**

Select your start date

Begin working out with us. Select a date to start.

Start Date

Our 7-day refund policy*

If you change your mind within 7 days after making payment, you can get full refund.

With regards to the COVID-19 pandemic at the moment, some of our clubs are temporarily closed as per Government guidelines.



Select your add-on session
Get a personalized fitness plan that will deliver results. Take your pick of how much guidance you need and get things started off right!

BODYFIRST®	5 Starter Personal Training Sessions
Great Start Reward	Value Personal Training Package for new members
60 min/session	60 min/session
3 Sessions	5 Sessions
THB 1,712.00	THB 3,210.00

Virtual Studio
Access your favourite fitness classes online

THB 59.00/mth

Our 7-day refund policy*
If you change your mind within 7 days of after making payment, you can get full refund.

With regards to the COVID-19 pandemic at the moment, some of our clubs are temporarily closed as per Government guidelines. X



YOUR PLAN DETAILS

TO PAY THIS MONTH (Inclusive of VAT)	THB 1,609.28
MONTHLY RECURRING PAYMENT (Inclusive of VAT)	THB 2,011.60
PAYABLE BY CREDIT CARD ONLY	

Location
FUTURE PARK RANGSIT

Start Date
WED, 07 SEPTEMBER 2022

YOUR PLAN INCLUDES Gym Access, Home Club Future Park Rangsit	INCLUDED
ACCESS LEVEL Home Club Future Park Rangsit	INCLUDED
COMMITMENT LENGTH 12 Months	INCLUDED

TOTAL MONTHLY RECURRING PAYMENT (Inclusive of VAT)	THB 2,011.60
First Recurring Billing - <Sat, 01 Oct 2022>	

Pro Rata Package Plan Gym Access, Home Club	THB 1,609.28
PRO RATA FIRST MONTH PAYMENT (Inclusive of VAT)	

TO PAY THIS MONTH (Inclusive of VAT)	THB 1,609.28
--	---------------------

ENTER PROMO CODE **APPLY PROMO CODE**

Our 7-day refund policy*
If you change your mind within 7 days of after making payment, you can get full refund.

TO PAY THIS MONTH: THB 1,609.28 (Inclusive of VAT)	CONTINUE
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With regards to the COVID-19 pandemic at the moment, some of our clubs are temporarily closed as per Government guidelines. X



Your personal details (Input in English only)

First Name _____ Last Name _____

National ID No Passport No

Date of Birth (DD/MM/YYYY) eg. 22/12/1999

Gender

Male Female

Your contact details (Input in English only)

Address Line 1 _____

Address Line 2 _____

Country

Post Code _____ City / Province / State _____ Thailand _____

(+66) _____ Mobile Number _____ Email _____

I agree to the [Membership Terms & Conditions](#), [Privacy Policy](#), [Club Rules](#) & [Terms Of Use](#)

I have read and agree to the [health statement](#)

I would like to receive offers from Evolution Wellness (Thailand) LTD. and its partners

Our 7-day refund policy*

If you change your mind within 7 days after making payment, you can get full refund.

With regards to the COVID-19 pandemic at the moment, some of our clubs are temporarily closed as per Government guidelines. X

Appendix A-4



1. Terms and Conditions

The following terms and conditions (the Club rules) govern the rights and obligation of Fitness First Clubs and members thereof. The Management may at its sole discretion amend, vary, delete or add to these terms and conditions without prior notice, although significant changes will be notified to you.

2. The Club

The Club is operated by Fitness First Singapore Pte Ltd ('the Company') whose principal objective is to provide health and leisure facilities for Club Members and their Guests. The Home Club is where a member joins and pays the fees. The Company has appointed a Management team ('the Management') who are responsible for the operation of the Club in accordance with these Rules.

3. Membership

a) The Management reserves the right to accept or reject an application for Membership to the Club for any reason whatsoever. Members are subjected to the Club rules in force.

b) Membership is personal to the Member and is non-assignable, non-transferable and non-refundable. The Company may assign the benefit of these agreements to any person, firm or company at any time without notice to the Members.

c) Upon acceptance, the Member will be issued with a Membership card and the Member shall be entitled to all the rights and privileges exercisable by the class of Membership for which his/her application has been accepted. If a Membership card is lost or mislaid, the Management will issue a replacement card at a processing charge.

d) Any Member to enter the Club without a valid Membership card will only be admitted at the absolute discretion of the Management.

e) Comfort Guarantee - You have a 'comfort guarantee' period of 7 days commencing from the date a Contract is formed, or in case of new club, the grand opening date. If you wish to utilise this period to cancel your membership, you are required to tell us in writing (preferably on the form supplied by us) that you want to cancel your membership during the Comfort Guarantee Period. We will cancel your contract and refund you monthly dues, joining fee and 50% of Fitness Service fee or Personal Training fees (if applicable). Membership is non-transferable during the comfort guarantee period. After the Comfort Guarantee Period ends, if you wish to terminate/cancel the Contract, you must pay certain fees. Please refer to 3(i) for the cancellation provision as outlined for full details.

f) Membership Categories

Members are entitled to use during the applied operating hours:

- Lifestyle Home / Platinum Passport

- Flexi Platinum Passport

- Premier Platinum Passport

- Off Peak Membership:

Limited hours at one stipulated club only.

Mon-Fri: 09.00-11.00 and 14.00-16.30

Sat/Sun/Public Holiday: No time restrictions

Other membership types are also available at Point of Sale.

ii) Passport and VIP Members may apply for the Fitness First "Passport" which entitles access to selected Fitness First Clubs worldwide upon payment of the prevailing fee.

h) Membership Fees

i) You agree to pay the dues and fees as stated on the front of this contract. If you are under 18, Fitness First requires a parent or guardian to guarantee payment. Fitness First immediately earns the Joining Fee and administration fees when you buy your membership. These fees and any prepaid monthly dues are not refundable. Whether or not you use the facilities, you must still pay your monthly dues.

ii) A monthly Membership fee ('dues') is payable in advance by autopay. The Company reserves the right to charge a nominal fee in the event of unsuccessful collection of autopay due to members bank account error or otherwise.

iii) If you have a monthly membership, Fitness First will increase your monthly dues once every 12 months of membership anniversary. Written notice will be provided a minimum of 30 days in advance. If you have a prepaid membership, do check the availability of the membership plan and your new renewal amount.

iv) Memberships are available to individuals who have attained a minimum age of 14 years.

j) The Management reserves the right to introduce and vary the prices and categories of Memberships at any time.

k) Freezing Membership

In the event a member shall be subject to a prolonged period of absence from the Club maximum 12 months, a member may "FREEZE" their membership by continuing to pay a freeze fee. A member must give one calendar month's notice in writing to any Fitness First club and the Freeze period must be for a period of not less than one month and may not be used in respect of the notice period or cancellation of membership. Freezing will only be approved for genuine reasons of inability to use the Club facilities. If the freeze is due to medical reasons or pregnancy, a certified true copy of medical letter from approved medical practitioners must be produced. Freeze fee may be increased at any time at the discretion of the Management.

i) Termination of Membership on or after the Minimum Commitment period: Written notice must be received by Fitness First Singapore 30 days in advance of your next billing cycle to be considered the last month of dues billing. For Flexi membership, written notice must be received by Fitness First Singapore by the 23rd of the last month provided that at least one month of billing cycle was completed. Failure to comply will result in one more billing cycle before termination of membership. Termination of a membership that has been in frozen status within 30 days of the termination request will be subject to a full month's dues billing for the notice period. Upon expiry of membership, the membership card must be returned to the Company.

m) Termination of Membership within the Minimum Commitment: If you wish to cancel your membership for any reason whilst you are within your minimum commitment period, a penalty fee will be applied based on the number of months remaining in your commitment. The penalty fee amount will be equivalent to 50% of the value remaining in your commitment period. You may wish to transfer membership to any non-member of Fitness First; a transfer fee will be applied and the person taking over your membership will be charged the current rates for your membership type. The penalty fee will be waived should you choose to transfer to a non-member of Fitness First.

n) All membership deposits (excluding locker and access card deposits) made will be forfeited 4 months after the cancellation or expiry of membership should the deposit not be claimed.

4. Limitation of Liability

In consideration for the Management accepting his/her application for Membership of the Club, and for he/she becoming and remaining Member of the Club, the Member agrees that:

a) Neither Fitness First Clubs, its associated companies, employees or agents shall be responsible for any claims, demands, injuries, damages, or actions for negligence arising on account of death or due to injury, loss, damage or theft to a member's person or property and/or any damage or loss in connection with the use by a Member of any club facilities, facilities or premises of Fitness First Club. The Member hereby holds the Company, its related companies employees and agents harmless from all claims which may be brought against them by or on a Member's behalf for any such injuries or claims aforesaid.

b) Any guest of a member or temporary visitor to Fitness First Clubs agrees to abide with the Club rules and the same limitation of liability as a member.

5. Physical Condition of Member

a) Our staff, agents and subcontractors are not medically qualified, so if you have any doubts about your fitness or capability to exercise, Members and their guest are advised to consult their physician prior to commencing any type of physical exercise. For safety reasons, you are responsible for correctly using all club facilities, if you are not sure how to use any equipment, always ask a member of staff.

b) The Member warrants and represents that he/she is in good physical condition and that he/she knows of no medical or other reason why he or she is not capable of engaging in active or passive exercise and that such exercise would not be detrimental to his/her health, safety, comfort or physical condition.

c) The Member shall not use any Club facilities whilst suffering from any infections or contagious illness, disease or other ailment such as open cuts, abrasions, open sores or minor infection, where there is a risk that such use may be detrimental to the health, safety, comfort or physical condition of the other Members.

6. Expiration of Member

a) The Company and/or the Management may terminate the Membership of any Member:

i) Without notice and with immediate effect if the Member's conduct, whether or not such conduct is the subject of complaint by another Member or Members, is such that in the reasonable opinion of the Management, it may be injurious to the character or interests of the Club.

ii) Without notice and with immediate effect if the Member shall have committed any breach of these Terms and Conditions or of the Rules and Regulations of the Club as from time to time in force.

iii) If any Monthly Membership fees, locker fees or service charges remain unpaid after the due date for payment.

iv) Upon notice in writing, if the Company is of the opinion that the Member is not a suitable individual for continued Membership of the Club. All decisions of the Management under this clause are final and binding.

v) Without notice and with immediate effect if a member is found to have violated the privacy of any other member within the shower and the changing rooms, or are caught in lewd or compromising actions.

b) A Member whose Membership is terminated by the Management shall forfeit all the privileges of Membership with immediate effect without claim for any refund of his/her initial joining Fee/ Admin Fee or Monthly Membership charges, other than any Monthly Membership charges paid in advance. On termination of his/her membership, the Member shall return forthwith his/her Membership Card and any other evidence or property of Membership provided to that Member by the Club and shall settle any outstanding debts.

7. Guests

a) Members introducing Guests shall ensure that their Guests obtain a Guest Pass and/or pay the current Guest fee.

FITNESS FIRST CLUB RULES

b) Guests will have the same Membership privileges as the Member who introduces them and who must accompany them, and will be subject to the same Club Rules and limitations of liability as the member. It is the responsibility of the Member introducing a Guest to ensure that their Guest complies with the Club Rules.

c) The Management reserves the right to exclude any Guest from the Club without giving any reason for so doing and may introduce Guests to the Club or regulate the charges levied for guest passes at any time.

d) For safety reasons, children below 14 years of age will not be allowed into the club either as members, guests, or to "wait around" in the club.

8. Gymnasium

a) All Members are encouraged to undertake a Fitness Evaluation conducted by the fitness staff before starting an exercise programme.

b) Fitness Evaluations and Personal Training sessions for members are strictly by appointment. Bookings may be made up to one week in advance. 6 hours notice is required in the event of cancellation or any fees shall be payable in full.

c) Dress code: all members and guests are required to wear suitable attire when exercising. A top and closed footwear must be worn at all times in the club unless he/she is attending a class that does not require footwear.

d) Instructors are authorized to stop anyone from exercising if he/she is judged unsafe. Users must abide by the instructions of the fitness instructor.

e) All Personal Training sessions paid for in advance are non-transferable and non-refundable for any reason whatsoever.

f) Smoking is not permitted in any part of the Club. In the interest of health and hygiene, all Club users are requested to shower prior to entering the Sauna/Steam Room and to cover up appropriately to protect the modesty of others.

g) Members or Guests may not use the facilities of the Club while under the influence of alcohol, steroids, narcotics or other mood altering substances.

h) Only one person can be in a shower cubicle at any one time.

i) Members or Guests are entitled to one set of (bath and face) towels and workout attire at platinum clubs.

9. Lockers

a) A day use locker is provided to each member & guest at each visit. The day use locker must be vacated before leaving the club. Day use lockers left overnight will be cleared out.

b) Private lockers are available for rental at the prevailing monthly rate which may change from time to time. Lockers monthly fees must be paid minimum 4 months upfront. Lockers are not transferable.

c) A locker key shall be given to the member which remains the property of the company and must be returned upon termination of locker rental or termination of membership. In the event of loss of locker key, a replacement fee shall be charged.

d) Management cannot guarantee the prevention of theft or damage to your belongings with the use of the locker, and accepts no responsibility for loss or damage to both members' private and day use locker contents.

e) One month's advance calendar notice is required in writing to the Home Club Management in the event of termination of locker rental. Notice must be given prior to the month end for the following month to be considered the last month of locker fees.

10. Others

a) Certain complimentary drinks are provided for Members. These drinks are for refreshment on the premises only. Members and their guests are not permitted to bring their own food and/or drinks into the club.

b) Lost property will be held for a period of 3 months after which the club management reserves the right to dispose of the items in any way it sees fit. No claims shall be entertained after this period.

c) The Management reserves the right to use any individual or group photographs of Members and/or Guests for press or promotional purposes without prior consent.

d) The Management may from time to time wish to show potential Members or others around the Club and allow them to use the Club facilities on a trial basis and reserves the right to do so.

e) The Club's normal hours of operation are indicated at the club entrance and notice board. The Management reserves the right to adjust the hours for the purpose of cleaning, decorating, repairs or for special private functions and holidays. The Management shall endeavor to give reasonable notice of any lengthening or shortening of such hours.

f) No photography / video taking is permitted within the club premises unless authorized by the management of Fitness First. Members are strictly not allowed to take photographs in the changing room to protect the privacy of others.

g) The failure of the Management or the Company to enforce any of their respective rights at any time for any period shall not be construed as a waiver of such rights.

h) These Rules shall be governed and construed in accordance with the laws of Singapore and subjected to the jurisdiction of Singapore.

TIMETABLE

www.fitnessfirst.co.th/timetable

Cardio	Mind & Body	Freestyle	Dance	Strength Conditioning	Feature Class	
MON	TUE	WED	THU	FRI	SAT	SUN
https://www.fitnessfirst.co.th/timetable						
MORNING						
BODYPUMP® 06:30 AM - 07:30 AM BANK-SSQ ① 60min	BODYSERVE® 06:30 AM - 07:30 AM PARE-SSQ ① 60min	BODYCOMBAT® 06:30 AM - 07:30 AM EARTH-SSQ ① 60min	HARDCORE MAXX 06:30 AM - 07:00 AM MARK-SSQ ① 30min	GROUP SUSPENSION EXERCISE CLASS 06:30 AM - 07:00 AM NEW-SSQ ① 30min	BODYCOMBAT® 11:15 AM - 12:15 PM NESTA-SSQ, SIAM-SSQ ① 60min	HOT FLOW YOGA 10:15 AM - 11:15 AM PLOY-SSQ ① 60min
HOT FLOW YOGA 06:30 AM - 07:30 AM PLOYSAI-SSQ ① 60min	GYM BALL 06:30 AM - 07:15 AM TARA - SSQ ① 45min	BODYBALANCE® 06:30 AM - 07:30 AM CHAMP-SSQ ① 60min	CORE ABS 06:30 AM - 07:15 AM AUT-SSQ ① 45min	GENTLE FLOW YOGA 06:30 AM - 07:30 AM NHU-NA-SSQ ① 60min		RPM™ 11:15 AM - 12:15 PM OZONE-SSQ ① 50min
RPM™ 07:00 AM - 08:00 AM OZONE-SSQ ① 60min	FREESTYLE GROUP TRAINING FUSION 07:00 AM - 07:30 AM PICH-SSQ ① 30min	RPM™ 07:00 AM - 07:30 AM NUT-SSQ ① 30min	X-BLAST 07:00 AM - 07:30 AM MARK-SSQ ① 30min	FREESTYLE GROUP TRAINING FUSION 07:00 AM - 07:30 AM TONMAI-SSQ ① 30min		GROUP SUSPENSION EXERCISE CLASS 11:15 AM - 12:00 PM AIRPORT-SSQ ① 45min
FREESTYLE GROUP TRAINING POWER 07:00 AM - 07:30 AM AIRPORT-SSQ ① 30min	HARDCORE 07:30 AM - 08:00 AM PICH-SSQ ① 30min	FREESTYLE GROUP TRAINING FUSION 07:00 AM - 07:30 AM SHARP-SSQ ① 30min	BODYPUMP® 07:00 AM - 08:00 AM OAKLEY-SSQ ① 60min	RPM™ 07:00 AM - 08:00 AM PANG-SSQ ① 60min		

TYPE OF MEMBERSHIP

F PREMIUM

HIGHEST COVERAGE IN BANGKOK AND UPCOUNTRY

F PLATINUM

DOWNTOWN AND BTS LINE WITH EXERCISE KIT AND TOWELS

F ZONE

AN ADVANCED HEART RATE TRAINING CLUB
WHERE YOU CAN SEE YOUR EFFORT ON THE MONITORS THROUGHOUT THE CLUB

F CLUB CLASS

THE MOST EXCLUSIVE EXERCISE EXPERIENCE
WITH SWIMMING POOL, PILATES STUDIO