

Fitness Centre FAQs

Membership

****Q: What membership plans are available?****

A: We offer monthly, quarterly, and annual membership plans. Each plan includes access to all our facilities, group classes, and one complimentary personal training session.

****Q: How is billing handled?****

A: Billing is processed automatically on a monthly basis through your preferred payment method. Annual memberships can be paid in full upfront.

****Q: Are there any discounts available?****

A: Yes, we offer discounts for students, seniors, and corporate groups. Additionally, annual memberships come with a 10% discount.

****Q: Can I pause or cancel my membership?****

A: Yes, you can pause your membership for up to three months per year. Cancellations can be made at any time with a 30-day notice.

****Q: What benefits are included with membership?****

A: Membership includes access to all gym equipment, group classes, sauna and steam rooms, and discounts on personal training and merchandise.

****Q: Are there family membership options?****

A: Yes, we offer family memberships that include discounted rates for additional family members.

****Q: Is there a sign-up fee?****

A: We offer promotions throughout the year that may waive the sign-up fee. Otherwise, a standard sign-up fee applies.

****Q: Can I bring a guest?****

A: Members can bring one guest per month for free. Additional guest passes can be purchased at the front desk.

****Q: What happens if I miss a payment?****

A: If a payment is missed, you will receive a notification and have a grace period of 10 days to update your payment information.

****Q: Are there any referral bonuses?****

A: Yes, members who refer a friend that joins receive a free month of membership.

****Q: Do you offer a trial membership?****

A: Yes, we offer a 7-day trial membership for potential members to experience our facilities and services.

****Q: Are memberships transferable?****

A: Memberships can be transferred to another individual with management approval.

Facilities

****Q: What types of equipment do you have?****

A: We have a wide variety of equipment including treadmills, ellipticals, stationary bikes, free weights, resistance machines, and functional training equipment like kettlebells and TRX bands.

****Q: Are there any unique facilities at your fitness centre?****

A: Yes, we have a dedicated yoga studio, a rock climbing wall, a swimming pool, and an outdoor training area. Membership needed.

****Q: What are the hours of operation?****

A: We are open 24/7 to accommodate all schedules. Staffed hours are from 6 AM to 10 PM.

****Q: Do you have locker rooms and showers?****

A: Yes, we provide spacious locker rooms with showers, saunas, and secure lockers for your convenience.

****Q: Is there a juice bar or cafe?****

A: Yes, we have a juice bar that offers healthy smoothies, snacks, and pre- and post-workout nutrition options.

****Q: Are there any child care facilities?****

A: Yes, we offer a Kids' Club where children can play under supervision while parents work out.

****Q: Do you have a swimming pool?****

A: Yes, we have an indoor swimming pool that is available for lap swimming, aqua fitness classes, and recreational use. Membership required.

****Q: Are the facilities wheelchair accessible?****

A: Yes, our facilities are fully accessible with ramps, elevators, and adaptive equipment for members with disabilities.

****Q: Are there any quiet areas or relaxation zones?****

A: Yes, we have quiet areas for meditation and relaxation, including a dedicated room with massage chairs.

****Q: Can I reserve space for private events or parties?****

A: Yes, members can reserve space for private events, birthday parties, or corporate gatherings.

****Q: Do you have Wi-Fi available?****

A: Yes, we provide free high-speed Wi-Fi upto 300 mbps throughout the facility.

Trainer Details

****Q: Who are your trainers?****

A: Our trainers are certified professionals with backgrounds in various fitness disciplines. Mr.Akash and Mr.Ramesh are our most popular trainers.

****Q: Can I choose my trainer?****

A: Yes, you can choose a trainer based on your fitness goals and their area of expertise. Our trainers specialize in weight loss, muscle building, endurance training, and more.

****Q: How can I book a personal training session?****

A: Personal training sessions can be booked through our mobile app or at the front desk.

****Q: What qualifications do your trainers have?****

A: All our trainers are certified by recognized fitness organizations and have CPR and first aid certifications.

****Q: Do trainers provide customized workout plans?****

A: Yes, trainers create personalized workout plans tailored to your fitness goals, preferences, and current fitness level.

****Q: Are there specialized trainers for different fitness goals?****

A: Yes, we have trainers specializing in areas such as sports performance, rehabilitation, senior fitness, and prenatal/postnatal fitness.

****Q: What is the process for working with a personal trainer?****

A: The process includes an initial consultation, fitness assessment, goal setting, and a customized workout plan.

****Q: Are there any female trainers available?****

A: Yes, we have several highly qualified female trainers available. Miss Shania and Mrs. Shraddha are extremely capable

****Q: How often should I meet with a personal trainer?****

A: The frequency of sessions depends on your goals and budget. Many members start with 1-2 sessions per week.

****Q: Can trainers assist with specific sports training?****

A: Yes, our trainers have experience in various sports and can help improve your performance in activities like running, cycling, swimming, and more.

****Q: Are there group training options available?****

A: Yes, we offer small group training sessions that provide personalized attention in a team environment.

****Q: Can I get a fitness assessment from a trainer?****

A: Yes, we offer comprehensive fitness assessments that include body composition analysis, strength and flexibility testing, and cardiovascular fitness evaluation.

Health Info

****Q: What types of group classes do you offer?****

A: We offer a variety of classes including yoga, Pilates, HIIT, spin, Zumba, and strength training.

****Q: Do you provide nutritional guidance?****

A: Yes, we offer nutritional counseling with certified dietitians like Dr. Shyam to help you achieve your fitness goals.

****Q: What are some recommended workout methods for beginners?****

A: Beginners should start with a mix of cardio and strength training, focusing on proper form and gradually increasing intensity. Our trainers can create personalized workout plans.

****Q: Are there any health assessments available?****

A: Yes, we provide complimentary health assessments that include body composition analysis, fitness testing, and goal setting.

****Q: What safety measures are in place during workouts?****

A: We ensure all equipment is regularly sanitized, provide ample spacing between machines, and offer hand sanitizers throughout the facility.

****Q: How often should I work out?****

A: For general health, we recommend at least 150 minutes of moderate aerobic activity or 75 minutes of vigorous activity per week, combined with strength training twice a week.

****Q: What should I eat before and after a workout?****

A: Before a workout, eat a small meal with carbs and protein. After a workout, refuel with protein and healthy carbs to aid recovery.

****Q: Are there any special programs for seniors?****

A: Yes, we offer senior fitness classes focusing on balance, flexibility, and strength to support healthy aging.

****Q: Can I get help with injury prevention and recovery?****

A: Yes, our trainers and physical therapists can provide guidance on injury prevention and create rehabilitation plans.

****Q: Do you offer mental health support?****

A: Yes, we have partnerships with local mental health professionals and offer wellness workshops focusing on stress management and mindfulness. Dr. Pranav visits the centre himself every weekend and is open to help.

****Q: Are there any detox programs available?****

A: Yes, we offer detox programs that include guided workouts, meal plans, and relaxation techniques.

****Q: Can I track my progress through an app?****

A: Yes, our mobile app allows you to track your workouts, monitor progress, set goals, and connect with trainers.

****Q: Are there specific programs for weight loss?****

A: Yes, we offer targeted weight loss programs that include personalized workout plans, nutrition guidance, and regular progress check-ins.

Directions for Newcomers

****Q: How do I use the gym equipment safely?****

A: We offer a free equipment orientation session for all new members. Additionally, equipment manuals are available on our website and in the gym.

****Q: What are the gym policies I should be aware of?****

A: Members are expected to wipe down equipment after use, re-rack weights, and follow dress code guidelines. Detailed policies are available at the front desk and on our website.

****Q: Are there any special tips for first-time gym users?****

A: Start slow, focus on learning proper techniques, stay hydrated, and don't hesitate to ask staff for help. Remember to warm up before and cool down after your workout.

****Q: Do you offer any beginner programs?****

A: Yes, we have a six-week beginner program that includes three personal training sessions, a customized workout plan, and access to beginner-friendly classes.

****Q: What should I bring on my first visit?****

A: Bring comfortable workout clothes, a water bottle, a towel, and any necessary personal items like a lock for the locker room.

****Q: How can I track my progress?****

A: Use our mobile app to log workouts, monitor progress, and set new fitness goals. Trainers also provide progress assessments.

****Q: What is the dress code for the gym?****

A: Wear appropriate athletic attire and closed-toe shoes. Avoid wearing jeans, sandals, or any clothing that may restrict movement. Tie your hair so that there is no interference with the equipment.

****Q: Can I use my own fitness tracker?****

A: Yes, you can use your fitness tracker, and our equipment is compatible with most popular fitness apps for easy data syncing. However if you don't have one, we offer top of the class products from our partners are FitBit.

****Q: Are there any community events or challenges?****

A: Yes, we regularly host fitness challenges, workshops, and social events to build a supportive community. Challenges begin on the 1st of every month. Community events are held on the second weekend of every month.

****Q: What are the rules regarding the use of mobile phones?****

A: Mobile phones should be used respectfully. Taking calls should be done in designated areas to avoid disturbing others.

****Q: How do I stay motivated to stick to my fitness routine?****

A: Set realistic goals, track your progress, vary your workouts, and consider working out with a friend or joining group classes for added motivation.

****Q: Are there any workshops or seminars available?****

A: Yes, we host regular workshops and seminars on various topics like nutrition, stress management, and advanced fitness techniques.

****Q: Can I access the gym during holidays?****

A: Yes, we remain open during most holidays, although staffed hours may vary. Our schedule starts from 6 am to 12 pm.

****Q: Are there any rewards programs for regular attendance?****

A: Yes, we offer a rewards program where members can earn points for regular attendance, which can be redeemed for discounts on services and merchandise. Every day attendance gives you 1pt. Consecutive days gives you additional points per milestone achieved. Completing challenges gives you 10pts.
