

# SLAM Gym – Voice Agent Knowledge Base

## 1. Gym Overview

**Gym Name:** SLAM Gym

**Type:** Premium Fitness & Training Center

**Mission:** To help members achieve their fitness goals through structured training, expert guidance, and a motivating environment.

---

## 2. Membership Plans

### 2.1 Basic Membership

**Duration Options:** - 1 Month - 3 Months - 6 Months

**Access Includes:** - Gym floor access - Cardio & strength equipment - Locker facility - Changing rooms

**Best For:** Beginners and self-guided members

---

### 2.2 Standard Membership

**Duration Options:** - 3 Months - 6 Months - 12 Months

**Access Includes:** - Full gym access - Group classes (limited access) - Locker facility - Fitness assessment (1 session) - Diet consultation (basic plan)

**Best For:** Members wanting structured support

---

### 2.3 Premium Membership

**Duration Options:** - 6 Months - 12 Months

**Access Includes:** - Unlimited gym access - Unlimited group classes - Monthly body composition analysis - Customized diet plan - 2 Personal Training sessions per month - Priority booking for classes

**Best For:** Serious fitness enthusiasts

---

## **2.4 Personal Training Packages**

**Available Packages:** - 12 Sessions - 24 Sessions - 36 Sessions

**Includes:** - One-on-one coaching - Goal tracking - Customized workout plan - Form correction & progress monitoring

---

## **3. Working Days & Timings**

**Monday to Saturday:** 5:00 AM – 10:00 PM

**Sunday:** 7:00 AM – 2:00 PM

**Public Holidays:** Limited hours (Announced in advance)

---

## **4. Facilities Available**

- Modern cardio machines (Treadmill, Cross Trainer, Cycling)
  - Strength training machines
  - Free weights section
  - Functional training zone
  - Stretching & mobility area
  - Air-conditioned workout space
  - Clean locker rooms
  - Shower facilities
  - RO drinking water
- 

## **5. Group Classes Offered**

- Zumba
- Yoga
- HIIT (High Intensity Interval Training)
- Strength & Conditioning
- Abs & Core Training
- CrossFit Style Workouts

**Class Timings:** Fixed schedule available at reception.

---

## **6. Membership Benefits**

- Access to certified trainers
  - Fitness assessment
  - Body composition tracking
  - Motivating environment
  - Progress monitoring
  - Community events & fitness challenges
  - Safe and hygienic environment
- 

## **7. Payment Information**

- Payment Modes: UPI, Credit/Debit Card, Cash, Bank Transfer
  - EMI Options: Available on selected long-term plans
  - Membership is non-transferable
  - Membership is non-refundable
- 

## **8. Rules & Policies**

- Members must carry membership ID or QR access
  - Proper gym attire required
  - Shoes mandatory inside gym area
  - Equipment must be re-racked after use
  - Towels recommended for hygiene
  - Outside trainers not allowed
  - Misconduct may lead to termination of membership
- 

## **9. Cancellation & Freeze Policy**

- Membership can be frozen once per cycle (medical reasons only)
  - Medical proof required
  - Freeze duration: Maximum 30 days
  - No refunds on cancellation
- 

## **10. Safety & Hygiene**

- Regular equipment sanitization
- First aid kit available

- Trainers available on floor
  - Emergency contact system in place
- 

## 11. Frequently Asked Questions (FAQ)

### **Q1: Do you offer trial sessions?**

Yes, 1-day trial available (charges may apply).

### **Q2: Do you provide diet plans?**

Yes, basic and customized plans available depending on membership.

### **Q3: Are personal trainers certified?**

Yes, all trainers are certified fitness professionals.

### **Q4: Can I upgrade my membership?**

Yes, members can upgrade by paying the difference amount.

### **Q5: Is parking available?**

Yes, parking available (subject to space).

---

## 12. Contact Information

**Phone:** [Add Contact Number]

**Email:** [Add Email Address]

**Address:** [Add Full Address]

---

## 13. Important Notes for Voice Agent

- Always greet professionally.
  - Ask for customer goal (weight loss, muscle gain, general fitness).
  - Recommend suitable membership based on goal and duration preference.
  - Inform about working hours before booking visit.
  - Offer trial session if customer is unsure.
  - Escalate pricing-specific questions to staff if pricing changes frequently.
-

**End of Knowledge Base**