

# Frequently Asked Questions

**Q: How do I join Beckwith Health Club?**

A: You can now join Beckwith Health Club online by clicking here and completing the secure online joining process. If you prefer, please visit the club and we will walk you through the process on our tablet.

**Q: Do you offer joint membership options?**

A: With our one price membership of only £29.99, we do not offer joint membership options.

**Q: Do I get a membership card when I sign up?**

A: Yes. When you have signed up we will create your joining pack that will be ready to collect from reception on your first visit to the club - this will include your membership card and welcome vouchers.

**Q: Are all fitness classes free?**

A: All fitness classes are included within your membership.

**Q: What is my initial payment for?**

A: This one-off initial payment includes a one-off administration fee of £10, plus the current month's membership fees. If you join after the 14th day of the current month it also includes your following month's membership fee. This is due to the direct debit scheme deadlines.

**Q: When will my direct debit be taken from my bank?**

A: It will be taken on the 24th day of each month, or the first working day afterwards should the 24th day fall on a weekend or Bank Holiday.

**Q: What happens if I cancel my direct debit?**

A: Harlands will contact you to discuss the cancellation of your direct debit. For membership cancellations, if you joined online, you can cancel your membership within 7 days providing you have not entered or used the club. If you wish to cancel your membership after this initial 7 day period, we simply require 1 calendar months notice in writing. To do this, please e-mail [info@beckwithhealthclub.co.uk](mailto:info@beckwithhealthclub.co.uk) and include your name, membership ID, address and date of birth, requesting a process of termination on your membership - we will confirm this back to you in writing within 7 days by email. Please note that we are unable to be held liable should you decide to post your termination by letter and it is not received by us. We would always recommend giving the membership department a call after the above 7 day period to ensure your request has been received and processed. Refund Policy: If you should choose to cancel your membership within the allotted 7 days, refund of the initial payment will be made by Harlands. The refund will take no longer than 10 working days. To apply for a refund please: email [info@beckwithhealthclub.co.uk](mailto:info@beckwithhealthclub.co.uk) or contact us on T: 01423 524052