

Q6. Are there any comments you would like to make regarding the Gym Area?**Changing rooms:**

1.	Changing rooms are dirty.
2.	pool gym, changing rooms - no 'dry' changing. if using gym often wet floor and get socks wet
3.	Changing rooms always dirty and floor wet no one seems to clean them. Toilet door never gets cleaned
4.	The changing room floors are always wet and dirty. A mop should be available to clean wet and slippy floors.

Equipment;

1.	Resistance equipment needs updating
2.	More modern equipment is required and not just new seats/padding on it!
3.	Would be nice if more of the sweater bodies wiped the equipment down after use.
4.	The equipment is in fair condition however could do with modernizing.
5.	Equipment is pretty outdated and tired boards falling off and seats on cycles worn.
6.	We need 7new straps for cable machine. have done for almost a year. buy some.
7.	The leg press machine does not work correctly - at all in the last year. Cycle seats - need renewing.
8.	cant comment on the above only used treadmill and cycle so far
9.	When inducting new customers include clean down regime.
10.	equipment is in poor state
11.	Legpress machine needs updating changing, the squat rack need replacing as it is not fit for purpose.
12.	Small tv screens on some machines often dont work
13.	Some equipment is old and worn out.
14.	Not really . Just makes us cross when we cant get to use equipment because 'referrals' are in and we pay! to use the gym
15.	could improve equipment
16.	Staff are brilliant and supportive. Some of equipment getting a bit old and tardy and needs replacing.
17.	Free weights in poor condition. - Squat rack dangerous
18.	Have noticed that some of this emergency stop cords/clips etc need attention on the treadmills
19.	More effort should be made by instructors to make users clean down equipment. many users dont wipe down at all after use.
20.	TV seldom work on the 2 machines near the fire exit have reported several times
21.	All cross trainers are showing signs of wear
22.	Equipment is terrible took ages to replace the 25kg dunbel! when things rip just tap is placed to cover the rip which is disgusting considering how much it is per month
23.	Need more variation in machines . need more smaller plates 5kg. 2 1/2 kg. Need a new ? machines. need a new smaller ? rack
24.	The staff seem to walk about in slow motion. drinking endless cups of free coffee
25.	Need a new smith machine. Need new more update machines and more variations machines. better benches too many bikes in gym area.
26.	Good range of equipment

Instructors:

1.	More gym instructors actually in the gym, I tend to stick to the same equipment as I can't remember how to use others. Would be handy to ask a quick question.
2.	Don't seem to see staff stationed within the gym area a great deal only as they are walking through
3.	More mobile phones notes around the gym
4.	Should be supervised more to ensure kit is being used correctly and to observe if people are complying with rules and regulators i.e. returning weights, wiping down equipment.
5.	I have been a member for over 3 years and not one single occasion has any member of staff asked me if or how I am getting on, or if I need help. There are several occasions when there isn't any staff members overseeing the gym area. There's one male member of staff who when he comes to chat to the younger female members, but never seems to do any work/cleaning. Finally some times that staff member decides to put on music to suit him., turn up the volume and then leave the gym area. I love attending and having fun with other members, but it just needs more attention from certain staff members - thank you
6.	Very rarely any instructors in the area unless doctor referred patients there
7.	Only medical referrals seem to get full time attention from instructors - otherwise they just seem to drink

Miscellaneous:

1.	none at present time
2.	People using mobile phones instead of using the equipment. Groups of people chatting and sitting on other equipment.
3.	More mobile phones notes around the gym
4.	No
5.	none
6.	I dislike pop music and would prefer not to have this playing all the time. Perhaps it would be possible to set times when there will be no pop music and to advertise these times on the notice board.
7.	Not cool enough
8.	It would be helpful if the area near the mirrors was bigger but obviously understood with the size of the gym this would be difficult to achieve
9.	More floor space in the gym area or use of the fitness class area in the day time.
10.	Prefer start all classes 15 mins later. For example instead 17.45 change to 18:00

Opening hours:

1.	Work and family commitments mean I can't use the gym until late. I would be able to use the facilities more often if it was open later, both in the evenings and at weekends
2.	Would it be possible for the outside doors to open at 06.55
3.	Do feel could open later on week nights and longer at weekends.
4.	Would prefer later opening times especially weekend and bank holidays because if work fulltime as I do, means can't come to gym
5.	Opening times closing at 1pm on Sat/Sun would love it to be about 7
6.	The opening hours on a weekend and bank holiday are limited
7.	open later

Q11. Are there any comments you would like to make regarding the fitness classes.

Cost

1.	need to be cheaper
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Instructors

1.	The instructor I have is excellent
2.	The fitness classes i attend are excellent - many thanks to the instructors
3.	[removed identifiable information] is excellent! The warm up and cool down exercises are always included industriously and the entire class is fun and enjoyable (and hard work)
4.	[removed identifiable information] who takes. Aqua fit is brilliant.
5.	Love [removed identifiable information]total tone class, enjoy circuit style classes also.
6.	Can not attend these (did attend in the past and they were excellent) especially [removed identifiable information]

Miscellaneous

1.	I would like to join legs bums and tums could more details be posted.
2.	Boring warm ups - just jogging round room. Like an alternative please sam does enjoy taking classes

Range of classes

1.	Why no yoga class? Consider the new Clubbercise class, trampoline classes and any other new classes that are popular now and not 2 years later.
2.	no classes for beginners, people go to the gym and to do classes to make there weight loss journey fun, not to be made to feel intimated
3.	completely new classes not the same switched round. Clubbercise is brilliant please add. High impact and fun!
4.	I would like to see more classes for the 50+ available early evening e.e. 50+ total tone, body conditioning aerobics
5.	Most of the fitness classes all focused body swept, total and not enough class. i.e. aerobics, step aerobics, zumba
6.	Would like yoga
7.	Would like to ensure there will continue to have a Pilates class in the evenings.

Times of classes:

1.	early morning classes before going to work would be good. New classes to keep interest required.
2.	Another class on Friday evening
3.	Maybe some more classes in early morning before work times or reintroduction of classes on Friday evening or on a Sunday morning / early afternoon.

4.	will take part in them at a later date / time constraints at the moment
5.	perhaps over 50 classes in the evening
6.	The reason i put poor relates only today classes. I feel it is general more to 50+ during the day. Which does not suit those who do shift work or fit 50+ people
7.	More variation of timetable changes, more Saturdays classes. All staff are excellent, helpful and knowledgeable, facilities let them down.
8.	I would like to attend fitness class but most of the ones suited to me aren't available to fit round my work schedule.
9.	No afternoon classes. Would be nice if there were 1.30/2pm to 2.30pm/3pm class
10.	It would be helpful if the first class of the evening (5.45) is 15 minutes later to give me more time to get here from work.
11.	I could attend more than 1-3 times/week but no classes on Friday pm and Saturday again no classes.
12.	It would be nice to see more classes in a morning especially a Wednesday after bootcamp. For morning classes are not always covered in the particular instructor is on annual leave/off sick this is disappointing.
13.	More 10.30am - 11.30 am would be good on aquafit days
14.	Would like more classes in morning.

Q14. Are there any comments you would like to make regarding the Health Spar Area?

Cleanliness:

1.	No questions regarding changing rooms! Ladies are poor! Shower curtains are dirty and falling to pieces on the hooks. Shower heads needs descaling as water sprouts everywhere. You get your hair wet whether you want to wash it or not in one shower. You can write your name on the dust on the top locker fronts. Mats on floor would help keep floor dry. Clothes can get wet when changing
2.	Changing rooms are dirty
3.	Changing rooms are dirty
4.	There is often a terrible smell of drains when going into changing rooms
5.	very clean
6.	Could be cleaner
7.	Jacuzzi not very clean on the drains around tub
8.	In the mens changing rooms one senior members said to a young lad just cucked water on the floor to make out he cleaned.
9.	flooring around showers is very dirty with black marks looking through needs deep clean

Cost:

1.	needs to be cheaper
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Equipment:

1.	Needs modernising
2.	Steam room breaks down too often
3.	Looking slightly tired yet does the job, roof tiles often look uninviting as damaged
4.	Always seems to be having maintenance holiday times.

Miscellaneous:

1.	No
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2.	not used the above
3.	Bubble pool sometimes chemicals mate my eyes water
4.	will use at a later date / time constraints at present
5.	No class area in spa.
6.	Stop canoodling in the jacuzzi! Install a camera, even if it's not real. to use gym :-)
7.	Although i dont think it happens that often now, but i do see people accessing the sauna area from the swimming pool, when they clearly came originally from the changing rooms (the main ones) ie. They had not paid to go into the sauna.

Q18. Are there any comments you would like to make regarding the Swimming Pool area?

Cleanliness:

1.	The changing rooms are also very dirty and need better showers.
2.	The showers and changing area are tardy, the showers are at the best luke warm with very little water pressure.
3.	Bottom of the pool is very dirty. Verruca virus
4.	The filters in pool should be cleaned out more regular very clogged up
5.	pool is very dirty at times
6.	Changing rooms on the gym side. floor is always wet and dirty, showers not very warm and are not on for long enough changing rooms could do with being bigger
7.	Ladies shower and changing room often filthy and disgusting. A very occasional mop of floor nothing like good enough.
8.	The drains in the pool are often messy with bits plastic in hair
9.	Poll could be cleaner, showers cold on occasions, too much water on the floor of changing area.
10.	Please check changing area more often dry floor etc.

Cost:

1.	I think the members of the gym should be have their children free passes for the pool even if it's limited to the amount of times the children can go..
2.	I would like to comment on payment. My husband waited 2 1/2 years to go into hospital for a replacement hip. Everyone knew about it. When he'd finally had the operation, he not only lost the weeks paid for which are ?, but he had to pay a rejoining fee as he have not officially told the staff that he was going to be hospitalised. We had no idea this was necessary, and were really cross about it., People should be made aware of these conditions, the gym is expensive, we pay because we need the ?, but having to pay a rejoin, is rubbing your nose in it at bit.

Miscellaneous:

1.	Lovely pool, lucky to be able to swim as much as we can
2.	Very good facilities, but would like to see them made better use off with more events for swimmers like Swimaton or sprint series to improve your time over the season:)
3.	When it says general swim why do we get swimmers stood talking on messing about, its not right
4.	Hair straighteners
5.	Hangers in gym changing area would be useful for bags, coats etc
6.	As with gym - the area is noisy enough without adding pop music into the mix.

Opening hours:

1.	I would like you to open longer on a weekend say till 6pm for general swim.
2.	Lane swimming time is quite limited at weekends, particularly Saturdays because of lessons in the morning and the pool closing at 4 in the afternoon. Could the training pool be used for lessons and the pool be open for longer at weekends? I realise there are occasionally competitions on Saturday evenings (and so there should be), but could it be open for longer the rest of the time?
3.	Gym members should have access to swimming at all times.
4.	due to time constraints will use at a later date
5.	very restricted if want to use gym as well when work
6.	Want pool open late sat/sun
7.	Yes it is very frustrating when the swimming lesson in the lanes over run their allocated time. e.g after 6pm. I know 3/5/6 minutes does not seem a lot but it is when you are busy and in a rush. They should with respect, be finished by 6pm. I would also like to add that the staff are generally excellent, polite and helpful. The swimming lesson over-ran is unfortunate but if 6pm is the finishing time, its only fair that is when they exit and the lanes are ready for swimmers - regards
8.	It would be great if in school hols children were not permitted into pool until 9am.

Swimming Lanes:

1.	A lane all the time for laps would be good
2.	keep paddlers out of swim lane. makes swimmers life abysmal. 1 length, 1 min rule should apply