

## Membership Name Changes

- **Why is my account changing?**

We have changed the names of our memberships to better explain the difference between them.

Over the next few weeks, you should see that your membership name has changed in the member area and app.

If you were previously on a Do it membership, your membership will now be shown as Standard and if you were previously on a Live it membership, your membership will now be shown as Ultimate.

- **Will I be charged more?**

You will not be charged more for your membership due to the membership name change.

From time to time, we do review our subscription rates, but this is unrelated to our membership name changes.

- **What is changing if I was previously on a Do It membership?**

If you were previously on a Do it membership and are now on a Standard membership, nothing has changed in relation to the products and benefits you have access to in the member's area and in our gyms.

- **What is changing if I was previously on a Live It membership?**

If you were previously on a Live it membership and are now on an Ultimate membership, in addition to the previous products and benefits you received (multi-site access, friend passes and free Fiit, etc), you can now freeze your membership for up to one month at no extra cost, within a 12 month period.

- **What happens to my fixed term membership?**

Live it fixed term members will stay on this membership until the end of their term. Once their fixed term comes to an end, they will need to rejoin on either a Standard or Ultimate membership.

- **Do I need to make any changes to my account?**

You don't need to do anything. If you pay for Yanga, then this will have no impact to your Yanga subscription. The change will happen automatically in the coming weeks.

- **Will I still have 24/7 access to my gym?**

Absolutely! If your gym offers 24/7 access\* you are free to use it any time.

\*Some of our gyms aren't 24/7 access. Please check your chosen gym's opening hours in the app or on the gym page of our site.

- **Do I need to update my direct debit or card details?**

There is no change to your current direct debit or card details; we've kept your card details the same.

- **Will this affect me if I'm on a corporate membership?**

You will see the same changes as everyone else when your membership type has changed.

- **I pay for Yanga, will this be impacted?**

There will be no impact on your Yanga subscription.

- **I can't access some of the management of my membership in the members area. Why is this?**

This is normal and expected; it can take up to one hour to update, after this period you will get access to all areas in the member area again. Please log out and try again later. Should the problem persist please contact us.