



Club Update - July - Sept 2008

General Club Information

Welcome to our latest newsletter. Since our first in April 08 we have received numerous comments on how to improve your Club and even comments on how some of you 'love' the Club! (Positive comments don't happen often so we need to mention them when they do!) I am happy to say that many of the comments have or will lead to action in the future, for more information please read on!

A few points;

We would like to thank you all for your constant support and loyalty to The Marlow Club especially through this so called 'credit crunch' we hope your membership helps you to de-stress during these times of worry. If you have concerns about whether you are on the right membership for you, please come and speak to us, we have introduced many new types of membership which may suit you better!


Please keep communicating with us as much as you can. Your feedback can only help us to make your Club better, everything from a hearty congratulation to a passionate complaint is useful and welcome.

I'll leave it there and let you get started reading the more interesting stuff!

Enjoy,

Jon Williams

Café Bar / Social Activities Planned For The Next 3 Months

Date	Theme	Where	Symbol
5/6 th July	Wimbledon Finals	Café Bar (Big screen TV)	
25 th July	Quiz Night	Café Bar	
19 th Sept	Quiz Night	Café Bar	

Studio News - New Studio Timetable released July 08

The new Studio timetable is now available.....

You will see not many changes have been made to this timetable. The majority of major changes happen in January. Listed below you will see the changes made to July's timetable;

Monday

10:00am	-	Walking Circuit	-	Sharron
6:30pm	-	Spinning	-	Zena

Tuesday

10:30am	-	Pilates	-	Anne
5:30pm	-	Funky Step	-	Steve W

Wednesday

7:00am	-	Spinning	-	Kirsteen
6:00pm	-	Intro To Spinning	-	Rowena
6:30pm	-	Spinning	-	Zena
7:30pm	-	Box Fit	-	Oly

Thursday

6:45am	-	Box Fit	-	Daryl
6:00pm	-	Spinning	-	Peter

Friday

7:00am	-	Spinning	-	Zena
10:45am	-	Pilates	-	Mel
6:30pm	-	Spinning	-	Zena

Saturday - NO CHANGES

Sunday - NO CHANGES

New Hand Weights - We have taken delivery of new 2kg, 3kg and 5kg dumbbells for the studio, we hope that we now have enough variety of weights for all the classes we provide.

Club Maintenance/Refurbishment

Male and female carpet area - You will see that we have recently finished installing the new flooring in the changing rooms, thank you for your patience during this time and we hope you enjoy your new floor.

PLEASE NOTE - The new flooring was installed for 1 main reason, Hygiene. Over time water had gradually soaked into the carpet causing it to smell, no matter how many times we had it deep cleaned we could not resolve the problem.

The new tiles are not designed to absorb water so;

PLEASE part dry yourselves after having a shower so that a reduced amount of water is taken onto the new tiles.

PLEASE NOTE: If there is water sitting on top of the flooring it could become slippery.

Gym Paintwork - Over the past few months we have been gradually painting the gym area, this will continue during the up and coming months. You will be glad to know there will be brighter and invigorating colours added!

Spin Bikes - I am pleased to announce we have recently had our spin bikes serviced..... They are now in tip-top condition ready for the punishing July timetable!

Staff News

Current staff;

Stephanie Tate - Membership - leaving us on maternity leave, may we wish her all our love during this exciting time and remind her not to call on us during the sleepless nights!

Congratulations Alex (crèche) and Andy Sellars on both their engagements - not to each other may I add!

New staff

Max Harger - Café Bar/Reception

Welcome to our new in house cleaning team, Victoria, Marie, John and Zoe.

Please join us in welcoming them to the team. We wish them success in their new roles.

Café Bar News

The Café bar is about to go through some changes.....

Over the next month or so you will begin to see some changes in the Café Bar. We are looking to introduce more of a snack bar (baguettes, ciabattas, Panini's, sandwiches and fresh soup), we would appreciate your feedback during this time of change.

Would you like to hire out the bar area for private parties!

The Café Bar area is excellent for a range of functions from business meetings to full-on parties (for over 21's) holding up to 150 people. We can also offer excellent catering services at reduced rates for members.

For more information please contact Jon on jon@themarlowclub.co.uk or call 01628 475709.

Wireless in the Café Bar!

Just a reminder to let you know the Café Bar now has wireless internet connection? It's free of charge to you as a member. Why not pop along, have a coffee and reply to a few e-mails!

Racketball & Squash News

The summer months haven't, as yet, slowed the growth in popularity of either sport and a peaceful co-existence seems to be in place. There are now 9 squash leagues and 6 racketball leagues - that's about 80 people involved in competitive squash and racketball at the Club. That should be plenty of competition for all.

Two squash teams are competing in the Berkshire Leagues (yes we're in Bucks but the Berks League is both stronger and presents more realistic travelling demands!). No great shakes yet but both teams are holding their own so far.

We hope to re-start a racketball team in next years' Southern Area League. If you are interested in this, or in playing squash in the leagues or for the teams, please let Steve Lewis know (e-mail steve@themarlowclub.co.uk).

Firstly may we congratulate Kevin Dobson on his new role as Senior Gym Instructor. Kevin has been with us over the past year and has progressed to become a very well liked and respected instructor. We wish him all the luck in his new role at the Club.

A little bit of Motivational information.....

Ever feel like giving up? This may be the reason



Whether you have recently joined, started a new programme or begun a new years resolution, everyone experiences a transition period similar to the curve above. **What have you let yourself in for? What should you expect?**

Shock & Denial

A sense of being overwhelmed (initial excitement of something new), reality doesn't meet expectations so denial kicks in.

Emotion

From embarrassment to being upset or angry. (Everyone else seems fitter than you, you can't keep up) The reality of change becomes apparent and causes uncertainty. A feeling of sinking rather than swimming.

Self Doubt

People often find excuses for their behaviour; "I don't have the time. It's too hard. It's too expensive. I have a lot on at work/home."

Acceptance

When the message begins to sink in. (realise it won't be easy, it will take time and effort)

Realisation

Starting to notice some results and able to see the 'light at the end of the tunnel.'

Change

Behavioural and lifestyle changes happen. A new way of life emerges and your goal is reached. Time to set a new goal!

How we can help?

Recognising the stages people are at in their membership life cycle is half the battle, knowing who to support and encourage is our mission.

If you are experience any of these traits please don't hesitate to come and talk to us, we have a hugely talented gym team and they're available all hours of the day to support and motivate.

Remember included in your membership is a 1 hour re-programme/motivation session every 8 weeks. Why not take advantage of it?

Crèche News

We are always trying to raise money for the charities we support and as some of you know we often do charity events in the crèche. If any of you have any ideas on fund raising events your thoughts would be very much appreciated.

From general wear and tear the toys are beginning to look a bit 'tired' we are just about to replace some of them but any toy donations would be greatly accepted.

Kelly and here team would like to thank the crèche users for the support they have given them over the past 6 months and would like to ask for any feedback to make your crèche better.

Membership News

6 Week Temporary Membership for only £69.....

We are now offering our short term summer membership exclusively to friends and family of our members. If your son or daughter is back from university for their holidays or perhaps you have a friend who would like to come and try the club out over the summer, then they can now take advantage of our 6 week temporary membership for only £69. This allows them full use of the club and all the facilities as you would get with full membership. For more details on this offer speak to a member of the membership team. Offer ends 31st August 2008

Therapist News

The Marlow Club Therapy Area is positioned opposite the main studio on the walkway to the changing rooms and offer a wide range of services for your convenience. For further information please see the leaflets that are available in the Therapy Area.

Special Offer - Please see the Therapists TV advertising screen for latest individual offers.

Club Contact Details

If you have any questions or feedback be it positive or negative we would love to hear from you, here is a selection of best contact details;

Enquiries@themarlowclub.co.uk

Jon@themarlowclub.co.uk

Jamie@themarlowclub.co.uk

midge@themarlowclub.co.uk

james@themarlowclub.co.uk

Kevin@themarlowclub.co.uk

Stephanie@themarlowclub.co.uk

- General email
- Jon Williams, Operations Manager
- Jamie Stone, Membership Manager
- Midge Sibley, Bar Manager
- James Lewis, Senior Duty Manager
- Kevin Dobson, Senior Gym Instructor
- Stephanie Tate, Membership account enquiries

Anything relating to the studio please email jon@themarlowclub.co.uk

For those who may wish to telephone our number is 01628 475709. You can speak to the Duty Manager who will be happy to receive your feedback.

Thank you very much for taking the time to read this News Update. We hope it made you feel more in tune with your Club and encourages you to make full use of everything we have to offer.

The Marlow Club Staff team