

28 October 2012

Dear Member

As a Fitness First Wollongong member, we are excited to share with you the news that The Club Group (TCG) has signed an agreement to purchase the club from Fitness First.

It is anticipated that the transition from being a Fitness First club to a Club Lime facility is expected to occur in mid to late November.

Club Lime is one of the brands of The Club Group which is Canberra's largest health club operator with in excess of 27,000 members, and 17 different clubs within the group. TCG employs in excess of 700 staff throughout its different clubs. The Wollongong acquisition is TCG's first of several interstate clubs and my team and I are excited about introducing the Club Lime concept to you at Wollongong.

So where to from here?

Right now you do not need to do anything, your Club will continue to operate as normal and we will continue to keep you updated on the transition process.


Your membership type will remain unchanged, however post transition you will no longer be able to access any Fitness First clubs if you previously held a Fitness First passport membership.

The membership terms and conditions, including your direct debit payment amount and date will remain unchanged. The only change you will see will be the debit will be process directly by TCG rather than Fitness First (post transition). If you need to make any changes to your direct debit billing arrangements prior to the transition then you should continue to make these directly with Fitness First.

We expect to provide regular updates on the progress of the transition via our website at [www.clubgroup.com.au/wollongong](http://www.clubgroup.com.au/wollongong), or you can email us at [wollongong@clubgroup.com.au](mailto:wollongong@clubgroup.com.au)

We look forward to meeting you and assisting our members in achieving their fitness goals.

Yours Sincerely



Harry Kontantinou  
Managing Director





## Your Questions Answered

### *Who is The Club Group and Club Lime?*

The Club Group is Canberra's largest health club and aquatic facilities owner and manager. Its flagship facility is the Canberra International Sports & Aquatic Centre which is Australia's largest privately owned health club and aquatic facility, comprising some 12,000 square metres of gymnasium and aquatic facilities including an Olympic size 50 metre swimming pool and much more. With over 17 different business units, The Club Group has a team of over 700 staff, and in excess of 27,000 members.

The Club Group is a privately owned family business which commenced operations in January 2004.

Other Club Group brands are:



### *Will the Club still be known as a Fitness First?*

Post transition the club will change from Fitness First to Club Lime, while at the same time we expect to freshen-up the club and introduce new equipment. This will be an ongoing process and any member who has used one of our facilities before knows the pride we take in ensuring only top quality equipment and facilities are available to our members and guests.

## Your Membership

### *Will my membership rates stay the same?*

As per your terms and conditions, there will be no changes to your payment frequency, payment schedule or payment amount. Where applicable, a small increase in your membership fees may be applied on an annual basis. If this does occur you will be advised via the required notification period as per the terms and conditions of membership.

### *Do my membership Terms and Conditions change?*

Your membership type and Terms and Conditions will remain unchanged.

Members who have Home club membership, will still have access to their specific club.

Members who have a Passport membership will be granted reciprocal rights access to other Club Lime clubs as well as other benefits associated with Club Lime's Platinum membership level.

Members who have purchased an off peak membership will still have the same access to their club.

### *Can I access other clubs if I have membership that entitles me too?*

Access entitlements will change post transition. These changes will not be confirmed until the end of November.

Unfortunately, reciprocal access to other Fitness First Clubs will no longer be available. However, the good news is Fitness First Passport members will be automatically transferred to a Club Lime Platinum membership providing access to Club Lime Clubs plus other additional member benefits.

### *Do I need a Club Lime membership card to access the clubs?*

During this transition phase, please continue to use your existing membership card at your club – we will have a brand new Club Lime membership card for you shortly after the transition.

### *Will there be a change to the billing arrangements?*

Under the terms of your DDR Service Agreement, please accept this as notice that your current debit arrangement, including the amount and frequency, will be transferred to The Club Group for processing.

Up until the transition Fitness First will continue to debit you. Should you need to make any changes to your membership during this time, please ensure these are directed to Fitness First and completed 24 hours prior to any direct debit being processed.

## The Club

### *Will my favourite Group Fitness classes remain?*

Club Lime will not be making any changes to the current Group Fitness timetable in the short term. Over time it is envisaged that the timetable will be amended in line with our quarterly timetables and classes review conducted at all clubs. Any such changes are on an as required basis and based on usage and popularity.

### *Will my favourite Group Fitness instructors remain?*

All existing employees of Fitness First Wollongong will be offered continued employment subject to meeting the Club Group's employment conditions.

### *Will the same friendly staff be at my health club?*

All existing employees of Fitness First Wollongong will be offered continued employment subject to meeting the Club Group's employment conditions. We expect that you will continue to see the same friendly faces assisting you post transition.

### *Will the Opening Hours remain the same?*

Yes – there will be no changes to any operating hours in the short term. In fact, we are considering extending the operating hours.

### *Will the Creche (child care) remain open?*

Yes. We do not expect any changes to the Creche/Child Care hours at this stage.

There will be no changes to any operating hours of the crèche in the short term.

### *I have already paid for my personal training, what will happen?*

All of the services and products that you have purchased but not yet received will continue as normal and transfer to Club Lime.