

Club Synergy
Values and Expectations

	We promise...	We ask that...
Health and Wellbeing	<p>To offer safe, engaging activities that will grow your physical and mental well-being</p> <p>To carry sufficient and appropriate insurance for the activities being undertaken</p>	<p>You complete your health questionnaire fully and let us know of any changes to your physical or mental well-being</p>
Risk Assessment	<p>To undertake risk assessments for every new physical activity, venue, time of day</p>	<p>You share with us, any information that may require a risk assessment to be altered for you.</p>
Data Protection	<p>To protect your personal information according to the guidelines of the Information Commissioner's Office as a registered Data Controller.</p>	<p>You let us know of any changes to your personal information so that only current and relevant information is retained by us</p>
Confidentiality	<p>To treat business and personal information you share with us with the utmost of respect</p>	<p>You respect the confidentiality and sensitivity of all business and individual information shared with you by your peers</p>
Networking Conditions	<p>To match you with people who will support your business growth potential.</p> <p>To pair you with complimentary, not competing, businesses</p> <p>To support your business and growth by facilitating new connections wherever possible</p>	<p>You give us sufficient information to allow your connection matches to be as perfect as possible</p> <p>You treat your fellow Club members with respect and courtesy online and in-person.</p>
Service Delivery	<p>To provide services at a dates and times that are as convenient as possible for you and your business</p> <p>To offer challenging yet enjoyable workouts for business and body.</p> <p>To run on time.</p> <p>To use only qualified fitness instructors to run the fitness element of the NETworkout service</p>	<p>You are on time for your online and in-person sessions and respect the time commitments of your fellow club members</p> <p>You let us know if you will be unable to join for any or all of your booked session(s) so that alternative arrangements can be made</p> <p>You tell us if you feel you are not being positively challenged by business or body workouts so that we can remedy this for you.</p>

	<p>To offer networking opportunities with, and introductions to, like-minded people in different Synergy sessions</p> <p>To seek and listen to your improvement feedback, implementing your suggestions whenever possible.</p> <p>To give you fair notice should we need to make any change to your sessions or activity arrangements</p>	<p>You share opinions and advice with the intent of supporting your peers and their businesses to grow</p> <p>You support the development of Synergy through feedback</p> <p>You actively engage with your fellow set members between sessions by contributing to our digital platforms of which you are a member</p> <p>You commit to addressing any developmental work suggested by peers or the set facilitator between Club Synergy sessions</p> <p>You give 30 days notice of your intent to cease Club Synergy membership</p>
Fitness	<p>To honour your fitness level in sessions where you will be tested but not put at risk of illness or injury.</p> <p>To tailor workouts to help you and fellow session members, work at a pace and intensity that is right for you.</p>	<p>You are honest and transparent about your level of fitness throughout your membership</p> <p>You provide constructive feedback to help us, help you, find the optimum sessions and services for you</p>
Business	<p>To provide a range of Synergy sessions where you will attract constructive peer feedback to support your business growth aims and objectives</p> <p>To provide a space for business growth conversations to take place and be facilitated without taking responsibility for the outcome of actions you choose to implement following peer feedback and advice</p>	<p>You offer constructive advice and support to your peers to enable business growth and development</p> <p>You accept or reject peer suggestions based on what is appropriate for you and your business</p>
Photographs	<p>To only publish photos that make you and fellow members look awesome (where you have given re-print permission)!!</p>	<p>You complete the photograph permission form to give/hold permission to publish photographs of you</p>
Payment	<p>To provide payment options to suit you and your business – monthly</p>	<p>You pay your fees on time and in line with selected payment options</p>

	<p>membership and Pay As You Go (PAYG)</p> <p>To give you at least 30 days notice of any proposed change to membership fees</p> <p>To review your payment terms in the event of a change of circumstances aiming to retain your membership whenever possible (where you desire to continue your membership)</p>	<p>You talk to us in the event of any change in circumstances that impact the affordability of your membership so that we can make an arrangement that allows continuation of your membership where desired</p>
<p>Cancellation of sessions/membership</p>	<p>Where you have opted for PAYG, we will give you as much notice as possible should a session need to be moved or cancelled by us, you will be eligible for a full refund or to move your booking to another available session.</p> <p>Where you have opted for basic membership plan, to give you at least one month's notice of intent to cancel your membership (excepting instances where immediate removal from the session is unavoidable such as in the case of inappropriate behaviour towards other members)</p>	<p>You give us as much notice as possible if you need to cancel a PAYG session, 100% of session costs will be taken if cancellation occurs less than 6 hours prior to the session start time.</p> <p>You give us at least one week's notice of your intent to cancel your membership (where you have opted for a monthly membership package)</p>