

FAQs Les Mills Christchurch

LES MILLS

18 February 2012

- **When is Les Mills Christchurch City re-opening in Cashel St?**

The club is scheduled to re-open on 30 March 2012 – it's closer than you think!

- **Is the building safe?**

Yes! The building was designed and built to meet 100% of the building code when completed in late 2009. It is one of the stronger commercial buildings in Christchurch at the moment. It was built using the latest techniques available and our engineers are thrilled with how the building handled the events since September 2010.

- **How was the building affected by the February earthquake?**

The gym performed exceptionally well, and during the numerous aftershocks over the last ten months. Due to liquefaction and the building next door being exceptionally heavy, the ground in one corner of the club subsided slightly during the February 22 earthquake. The neighbouring building has been demolished and Brian Perry Civil + Kellers are re-levelling this corner of the Club. Our building is one of many being re-levelled and this work is relatively minor compared to other buildings. In fact you'd hardly notice it but we pride ourselves on providing you with the best, so think it's worth getting this done to maintain a world-class facility.

[For more about re-levelling please click [here](#). We also have copies of all the structural, architectural and services reports at our Riccarton reception if you'd like to read them.]

The building did suffer some minor superficial damage – broken mirrors, damaged light fittings, cracked plasterboard – and dust has made itself at home. These are all relatively easy to fix and the minor repair process has also given us the opportunity to “freshen up” some paintwork, and build new offices/staffroom since the building next door was demolished after the Boxing Day quake.

- **Has the site got CERA clearance?**

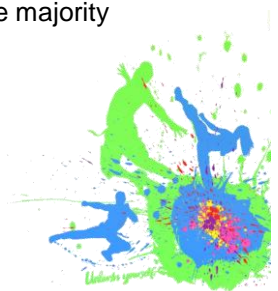
Yes, it has. Part of the letter we received is below:

The Canterbury Earthquake Recovery Authority (CERA) has received your Detailed Engineering Evaluation, titled Detailed Engineering Evaluation and Damage Assessment Report Following 22 February 2011 Earthquake and Subsequent Aftershocks by Lewis Bradford, for the building at 203 Cashel Street provided under section 51 of the Canterbury Earthquake Recovery Act.

CERA has reviewed the report and found that the report contains the information requested. On the basis of this review CERA has no structural engineering concerns with occupancy of this building.

- **Is the area safe?**

Yes. CERA has rightly been very strict about limiting access to areas of the CBD to ensure public safety. Now that contractor access has been granted the area has been certified as safe. The majority of buildings in our area have been demolished, other than those that are structurally strong.



- ***Why has it taken so long to reopen?***

Due to the gym being within the CBD red zone cordon area, access has been very challenging. CERA has been working hard to demolish all of the surrounding dangerous buildings. This has meant limited restricted access. As soon as contractor access was granted we undertook extensive surveys of the building.

- ***What will happen if the area where the club is located is still cordoned off on March 30?***

Obviously this isn't ideal! Even though our club is scheduled to open on March 30 – and we'd love to welcome you home then – we have to abide by the decisions of the Council and CERA. As soon as the cordon is pulled back after March 30 we'll be ready to go – knowing that the authorities have deemed the surrounding area to be accessible. Of course, we'll be keeping you up to date as we find out more.

- ***Does the Grand Chancellor threaten the gym?***

The club is not considered to be within the Grand Chancellor fall zone by CERA any longer. CERA have advised that the red zone cordon in our area will be reduced shortly enabling public access to the area. They are just waiting on the removal of two more dangerous buildings and then the area will be deemed to be safe.

- ***What hours will the club be open?***

The club will be back to its usual hours

Monday to Thursday: 5:30am-9:00pm

Friday: 5:30am-8:00pm

Saturday and Sunday: 7:00am – 5:00pm

- ***When can I see the Group Fitness timetable for Les Mills Cashel Street? Will there be more classes?***

There will definitely be more classes especially with the addition of CXWORX™ into the mix, as well as our popular express formats. This will all be coming at you in early March.

- ***What's the deal with parking? Do we have it and is it free?***

Yes, there will be 120 brand new car parks for members next door to the club on both sides.

- ***Will the Early Learning Centre be open again at Cashel St and what hours will it be open?***

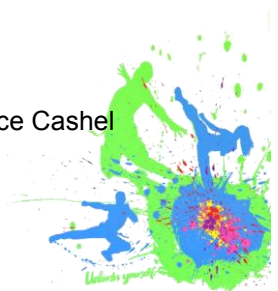
Yes it will, we miss the pitter-patter of future exercise enthusiasts! At this stage we plan on having the centre up and running within the first month of us opening, simply to give the Ministry of Education time to see how great our facility is and grant us a license to run our centre. We'll keep you Mum's and Dad's updated...

- ***What's happening with Les Mills @ Riccarton when Cashel St re-opens?***

Les Mills @ Riccarton has done us proud as a temporary club. With the re-opening of Les Mills Christchurch our temporary club will be closing.

- ***Will my membership fee remain at the reduced @ Riccarton rate?***

Oh, you guys! Unfortunately no. Membership rates will resume back to the 'normal' levels once Cashel St is operating, this will be reflected in your first payment after the opening of Cashel St.



- ***I haven't re-started yet as I've been waiting for Cashel St to re-open. What do I need to do?***

Easy. Just come on in to Reception at Cashel St from 30 March 2012 onward, and we'll get you up and running again. Of course, if you'd like to get summer fit before then we still have Les Mills @ Riccarton with a 33% discount off your membership rate.

- ***Do you have any plans to re-open a club in Ferrymead in the future?***

Unfortunately no, not in the immediate future.

- ***What are my options as a Les Mills Ferrymead member?***

If you are a Les Mills Ferrymead member, because we can no longer use the Ferrymead club you have two options:

- 1) Transfer to Les Mills Christchurch City where you'll start paying the Cashel St rate.
- 2) Terminate your contract at no cost to yourself, with any prepaid amounts for the period beyond the 22 Feb 2011 to be refunded back to you. This includes membership dues, RPM®, crèche payments, Team Training programmes or concession cards.

Obviously, we'd love it if you were back exercising with us!

- ***I still have credits for Childcare and RPM® from Ferrymead, can I transfer them too?***

Yes, you can.

- ***Can I reserve a permanent booking for my child, ready for the opening of the Early Learning Centre?***

You sure can. Simply email toni.mcgregor@lesmills.co.nz with your details, your child's details and the days/sessions you would like your child/children to attend, and we'll keep a track of it for you. Easy!

- ***As a Christchurch City member, can I just remain on suspension when Cashel St Re-opens?***

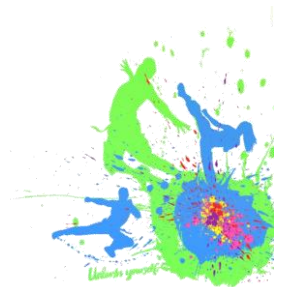
When Cashel St reopens we'd love you to reactivate your membership, but we understand that everyone's circumstances are different and are here if you want to talk to us about options around your membership.

- ***How does suspension affect my membership if I'm still within the minimum contracted period?***

In the aftermath of the earthquake the most sensible thing was for us to suspend your Christchurch City membership. This did not affect any of your suspension privileges or your "minimum contracted period" which will end as per the date on your membership contract, extended by any suspension period prior to 22 February 2011.

- ***Can I just cancel my Christchurch City membership if I am still in my minimum contracted period and can't use the gym due to personal circumstances?***

Obviously we'd like to see you exercising, or keep your membership on suspension so you have the option at a later date. However if you do have special circumstances which make it really difficult for you, please tell us about them in an email to chchadmin@lesmills.co.nz.



- ***If I come back and don't like it can I still cancel?***

Your membership will be exactly the same as it was prior to the Feb 22 earthquake. If you're within your guaranteed minimum contract period that period is still applicable. And of course, we'll do all we can to keep you exercising!

- ***Can I try Cashel St out first before I decide to reactivate?***

Of course, we'll even give you two free visits.

- ***What do I do if my personal trainer is no longer at Les Mills?***

We'll find you another one. Obviously only Les Mills personal trainers can train members at Les Mills, but you can chat with our Personal Training Manager, Alex Myall, at the club so she can find you a BodyTrainer™ who's perfect for you and your goals.

- ***What happens if I'm currently exercising at McAlpines Mitre 10 Mega Sports Centre?***

The offer for Les Mills members to use the McAlpines Mitre 10 Mega Sports Centre in the first place was extremely appreciated – and thanks goes out to the team there. However, our need for this is coming to an end so the last day that you can use McAlpines Mitre 10 Mega Sports Centre as a Les Mills Christchurch Member is Friday the 30 March, which is our schedule re-opening date – exciting!

