

Booking Survey Summary

Thank you for providing feedback via our Booking Survey undertaken in December 2021. We received 1430 responses.

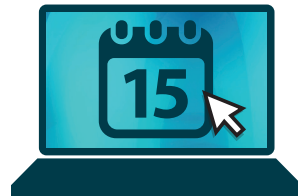
The results of the survey tell us:

Preferred Booking Method

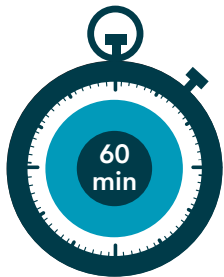
79% of gym users would like to be able to walk in to the gym without advance booking.

96% of group fitness users would like advanced booking to continue.

81% of swimmers would like advanced booking to be available.



Activity Session Length

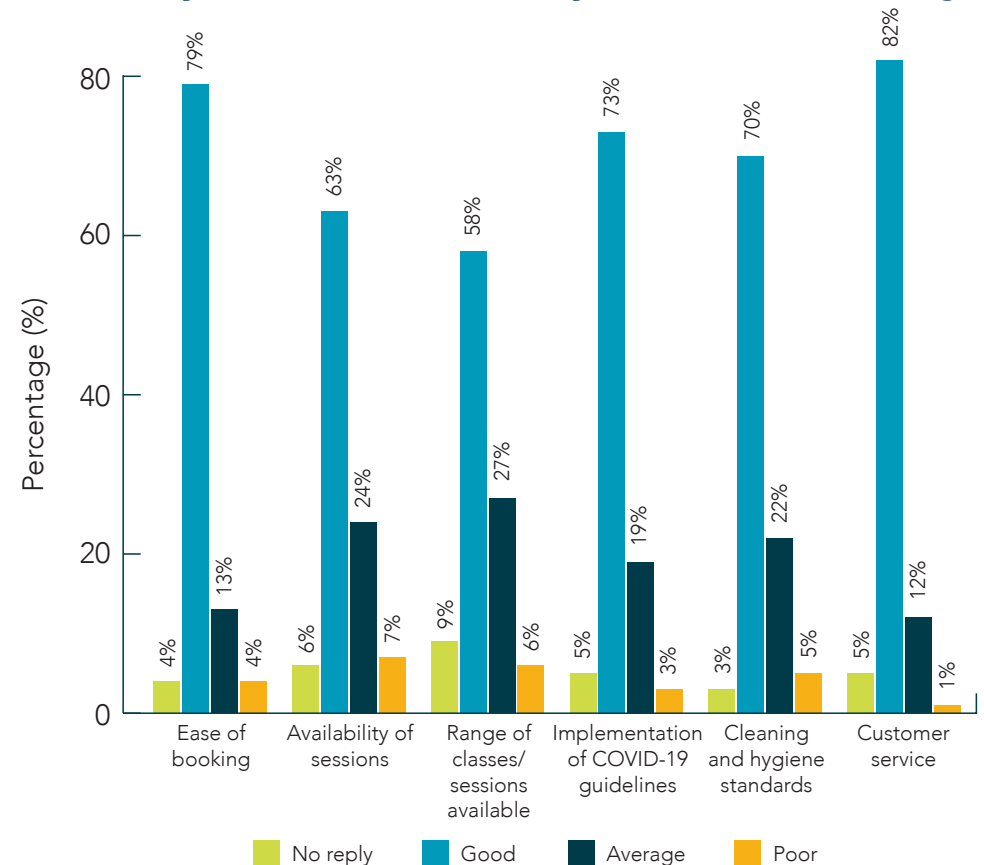


63% of gym users would like gym sessions of up to 1 hour.

59% of group fitness users would like fitness classes to run for up to 45 minutes.

90% of swimmers would prefer swim session length to be up to 1 hour.

Based on your visits how would you rate the following?

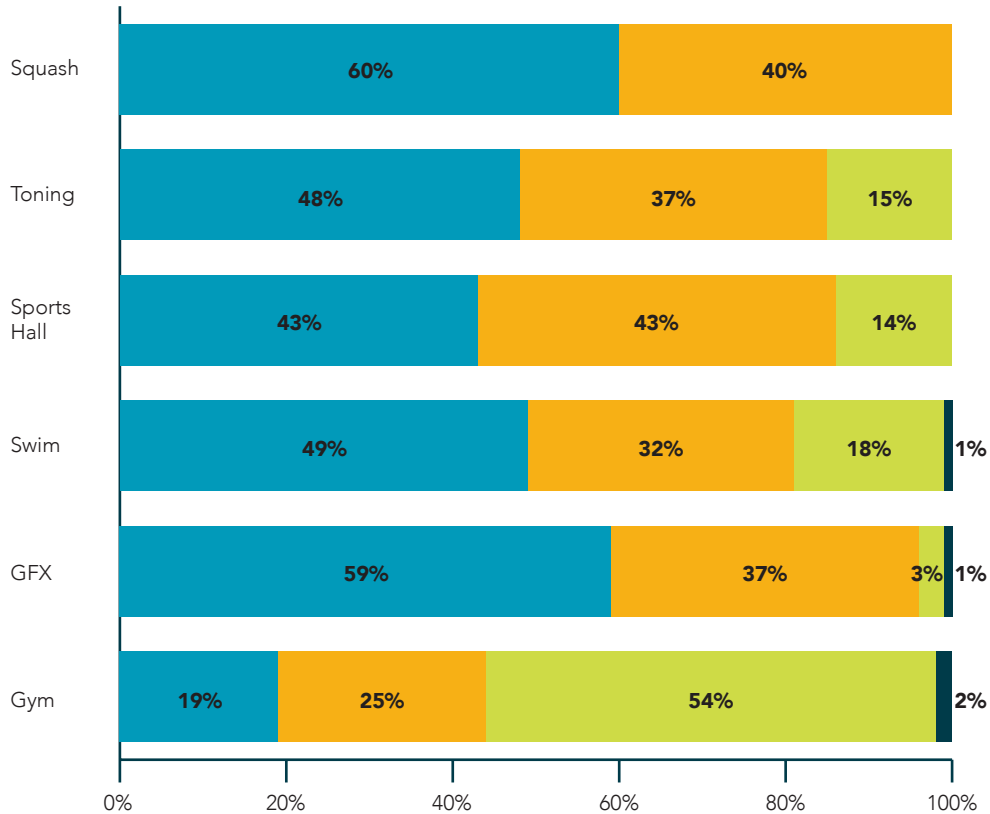


Look out for changes on our upcoming timetables as a result of your feedback.

Please note that individual comments have been analysed and centre specific actions will be devised as appropriate.

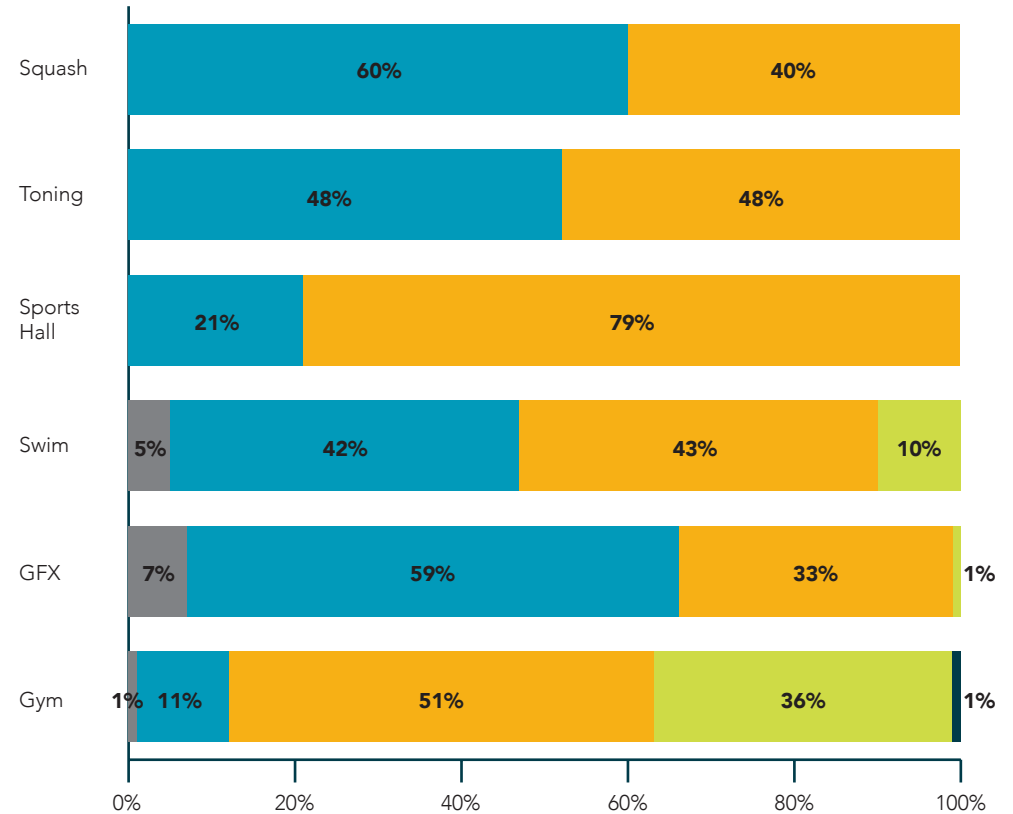
The results of the survey tell us:

Preferred Booking Method



■ In advance via app, online or phone
 ■ In advance via app, online, phone or walk ins
■ Just walk in no advance booking
 ■ No reply

Preferred Session Length



■ 30 minutes
 ■ 45 minutes
 ■ 1 hour
 ■ 1 hour +
 ■ No reply