



FAQs for our Tilsley Park Exercise Class Membership

We hope that you will find these FAQs useful in answering any queries you may have at this time. If you would like to speak to a member of the team, please email ase.info@abingdon.org.uk.

Q. How do I sign up for the new Tilsley Park Exercise Class membership?

A: You can sign up in the normal way through the Abingdon Sports and Leisure website. Please [click here](#) and choose the 'Tilsley Park Exercise Class Membership' option.

Q. If I choose to sign up to a Tilsley Park Exercise Class membership, can I cancel at any time?

A: Yes, this membership is a rolling monthly membership and can be cancelled at any time, but it requires seven days notice prior to your regular monthly payment date.

Q. As an existing Abingdon Sports and Leisure Club member, if I take out a Tilsley Park Exercise Class membership, what happens to my existing membership?

A: Your existing membership will remain frozen until Abingdon School Sports Centre reopens to the general public. Those who have paid for their annual membership upfront have the option of a refund for the period of closure, or your contract can be extended to account for the time lost.

Q. What will happen to my existing Abingdon Sports and Leisure Club membership when the Abingdon School Sports Centre reopens?

A: *The Tilsley Park Exercise Class membership is seen as an interim membership while the Abingdon School Sports Centre is temporarily closed. We expect to revert to the previous membership arrangement when the Abingdon School Sports Centre reopens and we hope that you will choose to remain as a member with us.*

Q. If there is another lockdown, will my Tilsley Park Exercise Class Membership be frozen?

A: *Yes, Tilsley Park Exercise Class Memberships will be frozen in the same way as the first lockdown. As the new membership is on a rolling monthly basis, there is no long term commitment and you can cancel at any time.*

Q. How do I cancel my membership?

A: *Cancellations should be made through the website under 'Memberships' under Cancellations'. Please follow [this link](#) to access the cancellation page.*

Q. How do I book an exercise class at Tilsley Park?

A: *To pre-book classes up to eight days in advance, all you need to do is login to your '[membership account](#)'. Alternatively, please email ase.info@abingdon.org.uk or call 01235 524524 to book.*

Q. I have signed up for a Tilsley Park Exercise Class membership but have already booked a class in advance through pay-as-you-go, will I get a refund?

A: *Yes, of course. Please email ase.info@abingdon.org.uk and a member of the team will issue you a refund for any pre-booked classes.*

Q. As I only attend spin classes, is there a spin only membership?

A: *No, the Tilsley Park Exercise Class membership is a generic membership for all exercise classes. We are unable to reduce the charge for spin only due to the restricted numbers we can accommodate in classes as a result of Covid-19.*

Q. Do you offer a couples membership at Tilsley Park?

A: No. Due to social distancing and the relatively small activity rooms we have available, class numbers are small and this makes their financial viability very difficult. Therefore we regret that we are not able to offer a reduced couples membership at this time.

Q. Is there a discount if I want to use the Tilsley Park track?

A: No, the track is outside of the current membership scheme. Please note that the track is only available to athletic club members at the moment.

Q. Do you know when Abingdon School Sports Centre is likely to reopen for exercise classes again?

A: We do not have an indication of this at the moment, unfortunately, as it will depend on the situation with Covid-19. We will inform members as soon as we have further information and will continue to provide updates on the website and through social media.

Q. What Covid-19 procedures do you currently have in place for customers?

A: Please [click here](#) to read our Covid-19 information for customers.

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