

KING'S SPORT

GYMS

FAQs

Can I freeze my membership until the King's Sport Gyms re-open?

Yes! We are waving the freeze fee as well as the 3month freeze limit for this period, to ensure our community is able to continue to stay active with us when we re-open, or when our students return in the new academic year.

Do I need to do anything to freeze?

No, we are working to freeze all direct debit memberships with immediate effect

I have a paid in full membership, what do I do?

All paid in full memberships will be extended by the period of time that we have been closed. This will date from Monday 16th March and automatically be added to your membership when we are back open.

It's my final year and I'm leaving King's

In the event that this is your final year, you are leaving King's or you are a study abroad student who has purchased a membership in full, we will refund for the period of time you have left on your membership. In order to do this, please contact fitnessmemberships@kcl.ac.uk

I've cancelled my pay monthly membership instead of freezing, what should I do?

We'll be waiving the joining fee for the first week that we re-open in order for those of our community who may have cancelled their direct debit instead of freezing their membership for the period.

When will you re-open?

Unfortunately, we are not 100% sure on the date that this will be, in line with COVID-19 and the Governments recommendations for gyms and leisure facilities to close. We will however contact all members 7days prior to opening in order to make you aware of when your direct-debit will restart as well as when and how our facilities will open again.

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King's Move: points left over? Redeeming rewards?

We will be extending the current deadline of 11th May to redeem your points. We will do everything we can to ensure you are able to access the rewards you wish to redeem. We will update this section when we have a clearer idea on when our gyms reopen.

For those that are no longer in London: we are not able to post items however someone will be able to collect the item on your behalf as long as they have the redemption email. Email us at kingsmove@kcl.ac.uk if you have any further questions.

How can I stay connected and active during this period?

We're launching our own online community, [timetable](#) and 1-2-1s with our Health and Fitness team to support you during this time. For more information follow us [Instagram](#) and [Facebook](#).

I will be away from London for a while and would like to freeze my membership for a set period of time/ I have already requested a freeze for a set period.

All memberships will be frozen for the duration of our closure, if you would like to freeze your membership for a set period of time, please email us with the months you would like to freeze. If you have already sent an email, please email again with the months you would like to freeze for.