

Contact	Customer Contact Team
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Dear Livewell class participant

### Re: Changes to Livewell exercise sessions

We are writing to inform you of some slight changes to Livewell exercise classes from **Monday 2<sup>nd</sup> April 2018**. This is relevant to current Livewell clients and previous Livewell clients who are still taking part in Livewell classes through a Wellness or Derby Active Health & Fitness Membership. We are putting this in place to ensure that there is sufficient space in classes for current Livewell clients, but also to enable clients to continue in the classes once they have finished Livewell.

#### Current Livewell clients

If you are currently on the Livewell service then you can continue to access all classes as normal. We encourage you to book onto classes in advance through the online booking system as this guarantees you a space in the class and also informs us who we need to contact in the event of a class being cancelled. Spaces are limited in all classes and you can book 7 days in advance. If you are not currently using online booking, please see the client FAQs on the Livewell client info webpage. Please continue to read to the end of this letter as this will inform you of how you can continue in the classes once you have finished Livewell.

**Please turn over...**

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## **Previous Livewell clients**

If you are a previous client you can continue to access the classes in one of the following ways:

### **Wellness membership**

This is a 12 month reduced rate membership for previous Livewell, Active Supporters and Active Ewe clients. It allows you to continue to access the Livewell classes, but also all Leisure Centre classes, the Leisure Centre gyms and swimming at Queen's Leisure Centre. To be entitled to the Wellness membership, you must have completed the full 12 months of your programme and have attended/given data for your final review. Please see the Livewell client info webpage for the full details on the Wellness Membership including cost.

### **Derby Active Health & Fitness Membership**

You can take out a Derby Active Health & Fitness Membership if you are not entitled to the Wellness membership or your Wellness membership has finished. With this you can access the Livewell classes, provided you have Group Exercise on your membership. For more details on the membership options please go to [inderby.org.uk/active/memberships/membership-options](http://inderby.org.uk/active/memberships/membership-options)

### **Casual membership**

You can also pay per session for Livewell classes. They are between £2.00-£3.50 each and are payable at the time of booking.

For the above three options, you must book Livewell classes on the actual day of the class. This can be done via the online booking system or by calling the Sales and Information team on 01332 641234 (option 2). Please ensure you state clearly that it is a Livewell class you would like to book onto, including the venue and the name of the class. We expect classes to fill up quickly and you are not guaranteed a space, so you are advised to call as early as possible on the day.

Please note, for the casual membership we are not able to take payment directly, **this must be done in advance**. If you turn up to a class and have not booked and paid, you will not be able to participate. If the class is based at a leisure centre, you are able to turn up on the day and pay at reception, provided the class isn't already full.

If you have any questions, please contact us using the details above.

Kind regards

The Livewell Team