

Dear Health Club users,

We hope you are all keeping well during these unprecedented times and are managing to stay as active as possible!! We remain committed to providing regular updates on our website and will continue to do so during the temporary closure of the Action Heart Centre.

We would like to thank you all for your continued support and particularly for our health club users who have made an informed decision to keep their standing order active despite the Centre being closed. As a charity, we are very appreciative of this support, especially during the current financial climate, as it will certainly help Action Heart to recover more quickly and continue to deliver our specialist services to as many people as possible.

However, if you do wish to cancel your standing order until such time that we reopen, please do so with your bank/ building society as Action Heart is unable to do this on your behalf. A standing order is a financial agreement that is between you and your bank/ building society to pay a 3rd party (Action Heart). When the Centre does reopen, we will be available to take you through the necessary steps to reinstate your health club access, whether it be via standing order or 'pay as you go'. Once again, if you do decide to keep your standing order in place, we are extremely grateful for your continued support.

If you have any general enquiries with respect to the above, or would like some support or guidance around maintaining physical activity levels during our closure, the Action Heart team are available from 10am – 5pm, Monday – Friday on **01384 456111 ext 1470**.

We look forward to seeing you all again soon,

Thank you,

Action Heart.