

GENERAL

This is a fantastic offer, what is the catch?

Well there isn't one. Our aim is to provide the very best gym with ALL of the frills at the most affordable price possible.

Will The Gym be staffed?

McCaulay's gyms are always fully staffed for your safety. Unlike other gyms we always have staff on site and don't rely on someone watching CCTV for your safety!

What does 'no contract' mean?

Exactly that. You must pay for one month's membership by direct debit and after that you can cancel at any time providing you give a minimum of one months' notice. We also offer 12 month agreements at a much better price.

What are the opening times?

Ivybridge – 6.00am to 10.00pm weekdays and 7am to 7pm at the weekend.

Plymouth – 6.00am to 9.00pm weekdays and 8am to 4pm at the weekend.

Can I trial McCaulay's before joining?

Our team are always on hand to give you a guided tour of the facilities. If you prefer a more hands on introduction to what we offer you can buy a day pass which we'll refund if you decide to join.

Does McCaulay's offer car parking?

Both our Plymouth Gym and Ivybridge Health Club offer ample, free on-site parking.

Does McCaulay's offer classes?

Yes we do. Classes can be viewed and booked through the McCaulay's members' app .

Do you supply paper towel dispensers to wipe down equipment?

Yes we do supply paper towels so you can wipe down equipment after use as a courtesy to other members, this ensures the gym stays clean and hygienic.

Will I be shown how to use the equipment?

Yes, we provide a FREE hour induction in which we will show you how to operate the equipment, should you require this. Although an induction is not compulsory it is highly recommended.

Will I be issued with a McCaulay's membership card?

We no longer use plastic cards, instead we use fingerprint technology for access control. This will be done on your first visit after joining.

Are there changing facilities?

Yes, we provide showers, lockers and toilets. Lockers use £1 coins and are only to be used for the duration of your training session.

Will personal training be available?

Yes, this is available at an additional cost either on a one-to-one or group basis. Details can be found on the following link.

<https://thirstfitness.co.uk/>

Do you have a Beauty Salon?

Yes, we have a salon at Ivybridge Health Club.

<https://www.exquisite-beauty.net/>

Do you have a Physiotherapist?

Yes, we have a Physio and Sports Therapy at Ivybridge Health Club.

<https://thirstfitness.co.uk/>

What is the minimum age to join?

You need to be 16 years old to join McCaulay's. However, we do offer family memberships for those with children under the age of 16.

Do you offer student discount?

We feel that our memberships already offer great value for money for all who join.

Can I use my membership at both of your clubs?

Yes, when you join McCaulay's you become a member of both our clubs.

MEMBERSHIP ADMINISTRATION

Is it possible to change my Direct Debit date?

Yes this is possible. Our Direct Debit partners, Ashbourne, can process this for all members.

How do I cancel my membership?

Our Direct Debit partners, Ashbourne, can assist with membership cancellations. We advise talking to a team a member first to ensure cancellation is the correct option for you.

How do I freeze my membership?

You can freeze your membership under specific terms within your contract. The terms for suspension can be found on the yellow copy of your membership form. Please contact Ashbourne here for assistance with this:

Can I end my membership early if I have taken the contract option?

If you move more than 15 miles away from both clubs you can cancel your membership.

If you are diagnosed with a terminal medical condition you can cancel your membership.

How do I contact Ashbourne?

<https://ashbourne-memberships.com/members-contact/>

Do I have to pay a joining fee?

All memberships are subject to a £15 joining fee.

SAFETY**Will I be safe at McCaulay's Gym?**

We are always fully staffed and each McCaulay's gym is monitored via extensive CCTV coverage. A member of the team is always available to assist, teach and guide should you require it.

Is the McCaulay's website secure?

Yes, the membership application form on the website is secure. Any details will be fully encrypted and your Personal and Banking details will be kept private.