

Will I be tied into a contract?

No, you are able to cancel at any time, but please be aware that cancelling before 15th of any month means we have time to stop that month's Direct Debit payment. And obviously, we'd prefer you to stay.

What if I lose my membership card?

All lost cards will be replaced for a small fee.

What is off peak?

Monday to Friday before 5pm and all day at the weekends.

What happens if I want to change my membership type?

If you want to change your membership type you need to speak to an AcademySport team member at Reception, who will advise you of the best membership option for you. You can up-grade, down-grade, add additional members or remove additional members at any time.

I've just become unemployed and can't afford to keep paying my membership. What will happen?

Contact us and we will advise you what you need to do to cancel your current membership, the good news is that you *can* change your membership type to suit your circumstances so you *could* stay with us.

I've sustained an injury; can I put my membership on hold?

Yes, we allow you to freeze your membership. Simply fill out a freeze form at Reception and you only pay a small monthly freeze fee.

Is there a discounted membership for students in full-time education?

Yes, there is a discounted membership for students in full-time education. For more information please contact us at Reception.

My child only uses the centre for swimming lessons. Do they need to take out a membership?

No, all swimming lesson payments are made directly to iSwim and any child having swimming lessons here can enjoy free use of the pool during all public swimming sessions.

I'm 14 and would like to use the gym, do you allow users of this age in?

Yes, we now have student membership specifically for 14 – 16 year olds which will allow you to access the gym providing you are accompanied by an adult.

I'm 16 and have left school. Do I have to have an adult membership?

If you are 16 and not still in full-time education you may qualify for a concessionary membership. Enquire at Reception for more information.

I am claiming benefits, is there a concessionary membership?

Yes, we offer a discount on our memberships for those claiming certain benefits. You will need to apply for the Your Reading Passport Concession Card, which you can do at the local library, and then present this card at Reception when you want to join.