



# RHL

## Newsletter

### Term 5 2019

Sept/Oct

Registered Charity 1105381

## RHL Members Get Marching at Aldershot Military Museum

At our July Get Together we had a great time visiting Aldershot Military Museum which is housed in the only brick built army barracks left in Aldershot. The museum has interactive exhibits (please note this is not our members' normal head gear!), weapons and a fantastic insight into local history since 1854. We spent a really interesting morning mooching around the museum whilst having the opportunity to chat with old friends and make new ones. Despite some of us having lived in Aldershot for several decades, there were people for whom this was their first visit to the museum.

In Montgomery's Barn we checked out the fascinating display of field guns throughout the years. We then had a good look round the collection of military vehicles that are on display, with the tank being a clear winner in the popularity stakes, before we retired to the café for hot drinks all round. As one member remarked 'I don't like to come to things like this on my own - I feel awkward - it's far more fun when there are other people to share it with!' It was a lovely way to spend the morning, with everyone having learnt some fascinating facts about the history of their local area.



### LAST GET-TOGETHER:

Our last 2019 RHL Get Together is a 'Games & Craft Afternoon' at Aldershot Military Museum on Thursday 5<sup>th</sup> September from 14:00-16:00.

Come along and join us for a fun and friendly afternoon of board games, cards and craft. Bring your own craft project or come and play some games whilst having a natter – and don't forget that friends and family are more than welcome as well!

If you would like to come please call us on 01252 362660 or email [rachael.austen-jones@rhl.org.uk](mailto:rachael.austen-jones@rhl.org.uk) to sign up- we'd love to see you there!

A huge thanks to the Businesses Supporting Older People Scheme (administered by HiWCF) for subsidising our Get-Together sessions!

### Last opportunity to win a month free...

Don't forget that until the end of September, if you refer someone to our classes we will enter you into a draw to win a FREE month of your RHL class. Why not have a chat to your friends, neighbours or even people at other groups you attend... You will receive one entry into the draw for each person you refer who attends a trial class. We will also waive the fee for the trial session for your friend so they can try it out for free. Your friend does **not** have to attend the same class as you - have a

look at our timetable for details of our other classes. Although we have space in many classes, some are full. If you would like to discuss availability for a trial please don't hesitate to contact us.

In order to be eligible for the draw please quote 'refer a friend' and please do ensure that you have obtained your friend's prior permission to provide us with their contact details.

The draw will take place in October and the winner will not need to pay his/ her class fee for the month of November 2019.

Email: [classes@rhl.org.uk](mailto:classes@rhl.org.uk)

Tel: 01252 362660

### 100 Club Winner!

Congratulations to our first two '100 club' winners!

July- Tom Stone £27

August- David Sadler £27.50

If you would like to join our 100 club please email [brad.dale@rhl.org.uk](mailto:brad.dale@rhl.org.uk) or call 01252 362660.

### Christmas Party

Further to member feedback, we are excited to announce that we will be organising one large Xmas party for all our members & instructors (instead of holding individual class parties). There will be live music from our very own music man Peter Anderson and plenty of fun! We are considering offering members the opportunity to run stalls, for example with homemade crafts, cards etc, and possibly having a book swap – we would welcome your thoughts.... Date and venue will follow shortly.

### Do you have type 2 Diabetes?

RHL is working with North East Hants & Farnham CCG and other partners, on an exciting new interactive digital platform to provide structured self-management support for those living with type 2 diabetes within North East Hampshire and Farnham.

**If you or any friends/ family have type 2 diabetes please**

**do get in touch on 01252 362660** so that we can explain about the BEAT programme and see if it could benefit you!

### Angela Hellyer

We'd like to take this opportunity to introduce our newest exercise class tutor, Angela Hellyer. Angela has been delivering our class at Hawley since March.

Angela is a BACPR trained Phase IV Cardiac Rehabilitation Fitness Instructor. When not taking the Hawley classes, she works within the NHS on the Phase III Cardiac classes in Ashford and St Peters Hospitals. Angela has worked within the NHS for over 10 years in varying rehabilitation roles.



### Raffle prizes

As per our last newsletter, if you have contacts with any organisations who might be able to donate a raffle prize we would really appreciate your assistance to make 2019 our best raffle yet. We

are also looking for smaller prizes that we can add to hampers for the raffle, or use as tombola prizes – please do get in touch if you have anything you would like to donate. A huge thanks to the following organisations who have already

donated prizes: TAG Farnborough Airport, Alpine Snow Sports, Guilford Flames, Longacres, Squires, Captured Moment, Zoggs, and Daisy's Tea Room.

### Rushmoor Food Festival

RHL will be in the well-being tent at the Rushmoor Food Festival on 14 September 2019 to promote our exercise and rehabilitation classes – do pop over and say 'hello' and maybe even join in our small taster classes too! If you fancy helping out on the stall please contact Rachael or Zoe on 01252 362660 by 5th September. The event is running 11.30 am – 3.30 pm in Municipal Gardens in Aldershot. Alongside the well-being tent there will be live music & dance, craft tents and an international food street! To buy a ticket please go to [www.bit.ly/rushmoorfoodfestival](http://www.bit.ly/rushmoorfoodfestival)

## **RHL TERM 5 SEPTEMBER AND OCTOBER - Class Updates**

- NEW CLASS: We have a NEW Phase IV Cardiac Rehabilitation class starting on Wednesday 11<sup>th</sup> September from 09.15-10.15 at Hawley Memorial Hall. If you are interested in attending this class please get in touch
- Wednesday 10.30 Cardiac Rehab Class: On 4<sup>th</sup> September, this class will be covered by Linda and will run at the Masonic Centre from 10 – 11 am

## TERM 5 EXERCISE & REHABILITATION CLASSES – Sept/Oct

DAY	TIME	CLASS	LOCATION	TUTOR	COST
<b>Mon</b>	9:20 – 10:20am (1-hour class & ½ hour tea + coffee)	Phase IV Cardiac Rehabilitation	Hawley & Blackwater Leisure Centre, Camberley, GU17 9BW	Linda	<b>£38.30/term</b> DD £18.15/month
	10:25 – 11:25am (1-hour class & ½ hour tea + coffee)	Phase IV Cardiac Rehabilitation	Hawley & Blackwater Leisure Centre, Camberley, GU17 9BW	Linda	<b>£38.30/term</b> DD £18.15/month
	11:30 – 12:30pm (1-hour class & ½ hour tea + coffee)	Phase IV Cardiac Rehabilitation	Hawley & Blackwater Leisure Centre, Camberley, GU17 9BW	Linda	<b>£38.30/term</b> DD £18.15/month
	12:40 – 1:40pm (1-hour class & ½ hour tea + coffee)	Pulmonary Maintenance	Hawley & Blackwater Leisure Centre, Camberley, GU17 9BW	Linda	<b>£33.54/term</b> DD £15.77/month
	1:30 – 2:15pm (45 min class & ½ hour tea + coffee)	Seated Pilates	Studio 24, Northfield Road, Church Crookham, GU52 6ED	Jen	<b>£44.54/term</b> DD £21.27/month
	1:45 – 2:45pm (1-hour class & ½ hour tea + coffee)	Health Circuit *Suitable for Cancer Rehabilitation	Hawley & Blackwater Leisure Centre, Camberley, GU17 9BW	Linda	<b>£33.54/term</b> DD £15.77/month
<b>Tues</b>	9:30 – 10:15am	Pilates	Hawley Memorial Hall, Camberley, GU17 9BW	Julia	<b>£40.40/term</b> DD £19.20/month
	10:30 – 11:15am	Pilates	Hawley Memorial Hall, Camberley, GU17 9BW	Julia	<b>£40.40/term</b> DD £19.20/month
	11:30 – 12:15pm	Seated Pilates	Hawley Memorial Hall, Camberley, GU17 9BW	Julia	<b>£40.40/term</b> DD £19.20/month
	5:45 – 6:45pm	Phase IV Cardiac Rehabilitation	Alderwood (Connaught) Leisure Centre, Aldershot, GU12 4AS	Heidi	<b>£41.60/term</b> DD £19.80/month
	7:30 – 8:30pm	Pilates	Wavell School, Farnborough, GU14 6BH	Becky	<b>£41.60/term</b> DD £19.80/month
<b>Wed</b>	9:15 – 10:15am	<b>NEW</b> Phase IV Cardiac Rehabilitation	Hawley Memorial Hall, Camberley, GU17 9BW	Angela	<b>£41.60/term</b> DD £19.80/month
	9:45 – 10:30am (45 min class & ½ hour tea + coffee)	Seated Pilates	Princes Hall, Aldershot, GU11 1NX	Linda	<b>£36.40/term</b> DD £17.20/month
	10:30 – 11:30am (1-hour class & ½ hour tea + coffee)	Phase IV Cardiac Rehabilitation	Hawley Memorial Hall, Camberley, GU17 9BW	Angela	<b>£41.60/term</b> DD £19.80/month
	11:15 – 12:15pm (1-hour class & ½ hour tea + coffee)	Pulmonary Maintenance	Farnborough Masonic Centre, Farnborough, GU14 6BS	Linda	<b>£36.40/term</b> DD £17.20/month
	12:30 – 1:15pm (45 min class & ½ hour tea + coffee)	Steady & Strong	Farnborough Masonic Centre, Farnborough, GU14 6BS	Linda	<b>£36.40/term</b> DD £17.20/month
	1:30 – 2:15pm (45 min class & ½ hour tea + coffee)	Seated Pilates	Farnborough Masonic Centre, Farnborough, GU14 6BS	Linda	<b>£36.40/term</b> DD £17.20/month
<b>Thurs</b>	10:00-10:45am (45 min class & ½ hour tea + coffee)	Seated Exercise	Farnborough Masonic Centre, Farnborough, GU14 6BS	Alison	<b>£36.40/term</b> DD £17.20/month
	10:50-11:35pm (45 min class & ½ hour tea + coffee)	Seated Exercise	Farnborough Masonic Centre, Farnborough, GU14 6BS	Alison	<b>£36.40/term</b> DD £17.20/month
	6:10 – 7pm	Pilates	Wavell School, Farnborough, GU14 6BH	Nas	<b>£41.60/term</b> DD £19.80/month
<b>Fri</b>	9:30 – 10.20am	Pilates	St Augustine's Church, Aldershot, GU12 4SE	Jo	<b>£39.60/term</b> DD £18.80/month
	12 – 1pm	Pilates	St Augustine's Church, Aldershot, GU12 4SE	Jo	<b>£39.60/term</b> DD £18.80/month

\*Please note medical referral is required for Phase IV Cardiac Rehabilitation and Pulmonary Maintenance Classes

Rushmoor Healthy Living - The Meads Business Centre - Kingsmead  
Farnborough - Hampshire - GU14 7SR  
01252 362660      classes@rhl.org.uk

## CANCELLATION POLICY & PAYMENT INFORMATION

**Payment dates:** Direct debit payments are taken on the 1st of each month. All other payments should be made by the end of the first week of each term and should be made in full for the 2-month term.

**Monthly charges & cancelled classes:** As of 1<sup>st</sup> May 2019, all prices will be calculated on a monthly or termly basis. Each term will cover two months. The price has been calculated to take into account any known holidays, including two weeks closure during the Christmas/New Year period, as well as bank holidays where relevant. An additional 2 weeks have also been deducted to account for any unforeseen closures.

Please note that as we have already incorporated a reduction to the value of two classes (to allow for unforeseen cancellations by RHL), there will be no refunds or credits for class cancellations made by RHL. Whenever one of our tutors is unable to teach their class we try our utmost to find a cover tutor. Likewise, we try to find an alternative venue if the regular venue is unavailable. Sometimes this system will work in your favour as there may be less than two unforeseen class cancellations during the year. Occasionally there may also be times when, despite our best efforts, we have to cancel more than 2 classes. In this case, unless we need to cancel a significant number of additional classes we wouldn't expect to provide you with a refund, just as we wouldn't expect you to pay extra when we are successful in our aim to run all the classes during the year.

£2 per term per class has been added to 'non' direct debit payments to contribute towards the higher administration and banking costs.

**Cancellations:** If paying by direct debit, you may cancel at any point by contacting RHL by the 14<sup>th</sup> of the month in order for your cancellation to take effect for the following month. For example, you would need to contact RHL by the 14<sup>th</sup> of December to cancel your place from 1st January onwards. Cancellations received from the 15<sup>th</sup> onwards are liable for the following months charge in full.

For all other payment methods, cancellations must be received by the 14<sup>th</sup> of the 2<sup>nd</sup> month of the term in order for your cancellation to take effect for the following term. For example, for the January/ February term, you would need to cancel by the 14<sup>th</sup> February in order to cancel your place for the March/ April term. Cancellations received after the 15<sup>th</sup> of the second month of term will be liable for the following term in full. We are unable to offer refunds or credits part way through a term, regardless of whether you complete the course, unless in exceptional circumstances.

As much notice as possible of your intention to cancel would be greatly appreciated in order that we can offer your place to someone else. This helps us to keep the class prices as low as possible. Cancellations can be made by email, or by telephoning our office.

**Holidays:** Please note that in order to keep prices low for all, we are unable to make refunds or give credits for holidays, one-off medical appointments or occasional illness. However, if you will be unable to attend classes for several weeks due to illness or health conditions, please talk to the office in order that we can consider the individual circumstances.

**Our Direct Debit provider:** GoCardless is an established, Bacs approved Direct Debit provider, who work with over 30,000 business across the UK including Thomas Cook, the Guardian and HM Government.

- With GoCardless, you are notified that a payment is coming out 3 days in advance, giving you the chance to raise any issues about the payment and initiate a refund request if necessary.
- You are fully protected under the Direct Debit Guarantee, meaning you have the right to cancel and receive a full refund for any payment taken in error.
- You can cancel the Direct Debit mandate at any time for example through your online banking, immediately stopping future payments (although this will of course affect access to your class). If you cancel your Direct Debit mandate directly with your bank, please ensure that you also inform RHL
- GoCardless is authorised by the Financial Conduct Authority to provide payment services as an Authorised Payment Institution. It is also ISO 27001 accredited, (internationally accepted standard for information security).