



# RHL

## Newsletter

### Term 4 2019

Registered Charity  
1105381

## A Great Way To Get Together!

June saw RHL's very own Music Man perform at our 'Music Through The Decades' Get Together! Peter Anderson, a member of one of our Cardiac Classes, kindly volunteered to sing and play guitar for members of ten different classes and their friends and relatives. A fantastic time was had by all, with much singing (and seated dancing!!!) from



a very appreciative crowd. With hilarious banter and a great mix of popular songs it was great way to spend an afternoon.

A massive thank you to Peter for performing, we all had a great time. *"Absolutely fantastic – just what I needed.... I really enjoyed that – everyone needs a bit of music & banter with friends to put a smile on their face!"* There was also time for a chat and to meet some members from different classes.

We hope you'll join us for our next Get Together on Friday 5<sup>th</sup> July from 10:00-12:00 for an exciting private tour around Aldershot Military Museum, followed by a free hot drink (£3.05 for museum entrance). Please feel free to bring friends and family – all you need to do is give us a ring at the office on **01252 362660** or email [rachael.austen-jones@rhl.org.uk](mailto:rachael.austen-jones@rhl.org.uk) to book!

## DIARY DATES GET-TOGETHERS!

- **Friday 5<sup>th</sup> July** 10:00-12:00 Aldershot Military Museum Tour (£3.05 Entrance Fee, includes RHL Tour & Hot Drink in Café) GU11 2LG
- **Friday 2<sup>nd</sup> August** 14:00-16:00 5k Hawley Woods Walk with Linda (please note: some uneven ground & a few hills) with refreshments at Hawley & Blackwater Leisure Centre
- **Thursday 5<sup>th</sup> Sept** 14:00-16:00 Knit & Natter with Linda at Aldershot Military Museum GU11 2LG

## Win a month free (and get a friend a free trial)

Between 1st July and 30th 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'. 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.

We have a NEW email address for all our class members to contact us on - [classes@rhl.org.uk](mailto:classes@rhl.org.uk)

### RHL's 100 Club! ONLY £12 per year to take part

We are excited to announce our new 100 Club will be starting in July. 50% of the income for each month (minus the costs of running the scheme) will go towards supporting RHL's work as a charity. The other 50% will be returned in prize money.

The monthly draws will take place during the first half of each month. Winners will be notified directly by telephone or email. We will also announce winners names and their winning number on our website (see 100 Club & Lottery page) as well as in our newsletter.

To find out more about the club, or to join, please email [classes@rhl.org.uk](mailto:classes@rhl.org.uk) or call Brad on **01252 362660**. Please do spread the word among friends and family – they are also welcome to take part. You can join throughout the year.

### Can You Help? (Or just come for a chat!)

Do you enjoy craft or maybe just like a chat? You might be interested in volunteering at, or even just visiting, one of RHL's new projects, 'Namaste Everybody'. These Nepali Social hubs will offer Exercise, Craft, English and a place to sit and chat... We are looking for volunteers (no Nepali required!) to help these sessions run, whether it's welcoming people, joining people when knitting, playing games or explaining a word that they don't understand. From 1<sup>st</sup> July we are launching the Hubs from 09:30 - 12:30 at The Church of The Good Shepherd, Farnborough and 13:30 - 15:30 at Princes Hall, Aldershot. Why not come and help us, or just come for a coffee and chat!

If you're interested please contact us on **01252 362660** or email [rachael.austen-jones@rhl.org.uk](mailto:rachael.austen-jones@rhl.org.uk) for more information!

### Raffle prizes

Our Xmas 2018 raffle raised £1,585.00. We are hoping to exceed that this year and would love your help to make 2019 the best yet. We are starting to look for raffle prizes

and would welcome assistance from our class members. Do you work for an organisation which might donate a prize? Do you use a service? (eg hairdresser, spa, restaurant, favourite shop etc) -

could you ask if they would donate a prize? We will be drawing the raffle in December so all prizes need to be valid until at least the end of February 2020.

### RHL TERM 4 JULY AND AUGUST - Class Updates

Aldershot Military Museum (AMM) Classes: Sadly we are unable to use AMM for our classes going forwards. Please see below for the venue address and information along with some slightly revised class times. The venue has a big free carpark at the rear and a bus stop just in front. Classes will start here from Wednesday 3<sup>rd</sup> and Thursday 4<sup>th</sup> July.

**New Venue:** Farnborough Masonic Centre, 37 Alexandra Road, Farnborough, GU14 6BS

#### **Wednesday classes**

11:15 - 12:15pm Pulmonary followed by tea & coffee  
12:30 - 1:15pm Steady and Strong followed by tea & coffee  
1:30 - 2:15pm Seated Pilates – tea & coffee before class

#### **Thursday classes**

10:00 - 10:45am Seated Exercise followed by tea & coffee  
10:50 - 11:35am Seated Exercise followed by tea & coffee

On Thursday 25<sup>th</sup> July and Thursday 29<sup>th</sup> August the seated exercise classes will run at a slightly later time with no tea and coffee – apologies for the change but Alison is on holiday and Linda is only able to cover if we adjust the timings.

- Class one 10:30 – 11:15am, Class two 11:15 – 12pm

Monday 1.30pm Seated Pilates: The Monday seated pilates class will be taught between Jen and Nas. Unfortunately there is no class on the 29<sup>th</sup> July.

Wednesday 10.30am Phase IV Cardiac Rehabilitation: On the following dates in term 4 Angela is unable to teach the class as normal & we have not been able to find an instructor to cover the class as at Hawley. However Linda is able to run the class from 10 – 11am at Farnborough Masonic Centre, GU14 6BS where she teaches her other classes-

- 31<sup>st</sup> July, 21<sup>st</sup> August

Thursday Evening Pilates: On the following dates in term 4 we are unable to run the class at Wavell. Please see below for details where the class will be held -

- 4<sup>th</sup> July – class running at Wellesley Community Rooms, Maida Rd, Aldershot GU11 2FA
- 11<sup>th</sup> July – class running at Princes Hall, Aldershot, GU11 1NX

No classes on Monday 26<sup>th</sup> August as it is a Bank Holiday

## TERM 4 EXERCISE & REHABILITATION CLASSES – July/August

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>	9:45– 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).