



RHL Newsletter Term 3 2019

Registered Charity
1105381

Survey Results!

A massive 93 of you responded to our recent survey! – THANK YOU!

We have been analysing all your feedback. This newsletter focuses on your answers, and the exciting changes and additions that we will be making to the programme as a result – we hope you enjoy reading this issue and are excited by our plans for 2019.

GET-TOGETHER EVENTS

Our first event takes place next week on 2nd May (see Diary Dates box for details) – Please book your place asap either via your tutor, by phone or by email. This will enable us to ensure we have sufficient chairs, refreshments etc. You are very welcome to bring a friend or partner.

Our 6 monthly 'Get-Together' events are planned on different days and at different venues in

order to include as many people as possible. We hope they provide fun opportunities for you to socialise with your class members, as well as meeting those from other classes.

Our BSOP grant partially subsidises the sessions and we will therefore only be asking for donations towards the full cost. Gift aid means that for every £1 you donate, we can claim an additional 25p at no cost to yourself.

Q: Would you like to attend our new social Get-Together sessions?
Yes: 46 people No: 47 people

Q: Would you be willing to contribute a small cash donation towards the Get-Togethers?
£1: 9 people £1.50: 8 people
£2: 31 people

Q: Would you like to bring a partner, spouse or friend?
Yes: 21 people No: 28 people

Q: Which activities would you like?
A quiz (36 people) and live music (19 people) were particularly popular.

DIARY DATES GET-TOGETHERS!

- **Thursday 2nd May 14:00-16:00**
Quiz Afternoon at Wellesley Community Rooms, GU11 2FA
- **Friday 7th June 13:30-15:30**
Live Music from across the Decades at Hawley Memorial Hall, GU17 9BW
- **Friday 5th July 10:00-12:00**
Aldershot Military Museum, GU11 2LG. Details to follow...

A BIG thank you to tutor Linda & class member Peter Anderson who will be delivering some of our planned sessions!

NEW – RHL's 100 Club! ONLY £12 per year to take part...

51 respondents said they would be interested in joining a '100' club.

We have therefore set up a 100 Club, with the first draw taking place in June. 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. To find out more about the club, or to join, please email brad.dale@rhl.org.uk or call him on 01252 362660, **as soon as possible**. Please do spread the word among friends and family – they are also welcome to take part. **We need to get sufficient interest by 10th May in order to run the scheme.**

NEW - Fixed Termly Payments for those *not* paying by direct debit

Survey respondents who don't pay by direct debit were overwhelmingly in favour of the introduction of fixed termly payments. We will therefore introduce this from Term 3. **This means that from 1 May 2019 you will pay the same amount each term.**

For those paying by direct debit there are no changes.

For those who **do not** currently pay by direct debit, the change will involve the following:

- We will calculate the amount you owe as a fixed 'termly price'. This varies from the current system, where payments change according to the number of weeks in the term. The 'base' term price will be calculated as per our direct debit formula. This takes the number of weeks in a year and subtracts weeks when we know there are no

classes (eg bank holidays & 2 weeks at Christmas), as well as 2 weeks to cater for unknown cancellations (eg venue closures & tutor illness). The number of weeks is then multiplied by the weekly class price and then divided by 12 months. This monthly price is then multiplied by two to get the term price.

- Staff time needed to process payments is significantly higher for non direct debit payment methods. Bank fees charged are also higher. We will therefore add £2 per term to 'non' direct debit payments to contribute towards the higher cost. We hope you will agree that this is a fairer way to spread the cost. If you would prefer to avoid this, please contact the office to ask about joining the direct debit scheme.

As we have already incorporated a reduction to the value of two classes to allow for unforeseen cancellations by RHL, we will no

longer offer credits for any class cancellations made by RHL. We trialled this with our direct debit scheme and it was very successful. Whenever one of our tutors is unable to teach their class, we try our utmost to find a cover tutor. Likewise, if we are unable to use a venue. 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 cancel more than 2 classes. In this case, unless we cancel a significant number of classes, we wouldn't expect to provide you with a refund, just as we wouldn't expect you to pay extra if we achieve our aim of running all classes during the year.

If you have any queries regarding these changes please don't hesitate to contact us

NEW - Monthly Donations

We were touched by your generosity – 42 people said they would consider making a monthly donation to support RHL on top of their class fee. 24 of these respondents stated that they would donate approximately £3 per month and 18 respondents said they would donate approximately £5 per month.

We have therefore set-up a new monthly donation scheme. Subject to receiving your authorization, we can add you on to one of our

monthly donation direct debit plans which will debit your account on the 8th of each month. You can choose the amount you would like to donate and can easily stop donations at any point.

The great news is that, if you are a UK Tax Payer, we can gift-aid your donations at no extra cost to you. Completing a simple form covers all future donations and we then claim the gift aid on your behalf.

We have set-up the scheme using direct debit payments as this allows

you to easily make a regular monthly donation and is also the payment method which has the lowest banking fees – this ensures that RHL receives the maximum amount possible from your donation. For this reason, we have also set-up the scheme with a minimum donation of £3 per month. If you would prefer to make a donation of a lower amount or would prefer to make a donation by cash, you may like to donate either via the donation tins at the Get-Together events, or via cash brought into our office in Farnborough.

Direct Debit Payment Method

Q: What is stopping you from signing up to the direct debit payment method?

"Because I won't know when and how much payments will be taken"
Payments are exactly the same each month. They are taken on the 1st of each month. You can find the prices on the timetable.

"because I may not continue the class indefinitely"

It is easy to stop the direct debit – simply contact us by the 14th of any month and we can stop your payment for the following month.

"I prefer to pay online each term so that I can control my outgoings as I have no fixed income..."
Paying by direct debit would mean smaller, more regular payments and would work out cheaper than paying termly by an alternate method.

Volunteering

We had various offers of volunteering and believe we have contacted everyone. If you would like to volunteer but we haven't been in touch, please do give us a call or send us an email.

Class Publicity

Thank you for all your suggestions and offers to take posters to venues and groups you attend. We are in the process of contacting class members who offered help. We had several suggestions regarding contacting GP surgeries. We do advertise at some surgeries and have had articles in newsletters that some surgeries send out. However, it can be difficult to get hold of the 'right' contact person as they are often extremely busy. If you have good contacts at your local surgery and would be happy to discuss our classes with them that would be hugely appreciated. We can provide you with hard copy posters/timetables or can email soft-copy versions directly to the surgeries if they have agreed to publicise the classes. We also have signposting & referral forms that medical staff can give to their patients.

If you belong to any online groups (e.g. Facebook groups) it would be great if you would consider sharing details regarding our classes. You can share posts from our Facebook page, or we can email you copies of the class timetable or posters.

Likewise, if you attend any social groups whose members may be interested in our classes, please do share details about our classes and/or let us know.

Fundraising Events

Q: Would you like to take part in the following fundraising events...

-48 people said 'yes' to buying and/or selling Xmas Raffle Tickets
-18 people said 'yes' to taking part in a sponsored event organised by RHL

-1 person said yes to taking part in a sponsored event organised by you
-39 people said 'yes' to taking part in a quiz afternoon (we will be organising a 'quiz' based Get-Together event)

Q: How could we sell more raffle tickets?

Thank you for all your suggestions. We had some great ideas suggested. Our 2018 raffle raised over £1,500! We'd love to exceed that in 2019 with your support 😊

RHL Branded Items

The level of interest was low. We are therefore currently unable to proceed with this.

NEW Classes

A new Pilates class with Jo commences on Fridays at 09:30am at St Augustine's.

We are in the process of exploring options for the interest shown in other classes.

Waitrose Green Token Scheme

Yateley

A big THANK YOU to **Brian Rayner** from one of our Cardiac classes who nominated us for the Waitrose Yateley Green Token Scheme. We were thrilled to learn that one of our members had chosen to support us in this way. We also really appreciate all those of you who popped your tokens in our box during March. We raised £189.

Fleet

THANK YOU also to Fleet Waitrose and all those of you who put your tokens in our box during February. We raised £267.

COMMENTS

Thank you for all your comments. We had some really lovely feedback regarding our tutors and classes - we have forwarded these to the tutors so they can see how much they are appreciated 😊

We have carefully considered all comments and feedback. We felt it may be helpful to share some of the comments with you:

"I would rather the price of the class were to go up than do all the other things to fund the programme..."

We aim to provide exercise classes that are accessible to all, regardless of income or other factors. If prices increased, some participants would no longer be able to attend. We therefore want our prices to remain as low as possible. However, class fees often therefore don't cover costs. For this reason, we introduced other ways to raise funding for the programme - this includes fundraising events and our newly set-up donation scheme and 100 club. We hope that this gives options for everyone to contribute in whichever way they choose. For

some, this may involve taking part in fundraising events and/ or selling raffle tickets, for others it may involve volunteering. For those who would prefer to just pay more, there are options to simply make donations. No one should feel obligated to help if they do not wish to, or cannot afford to do so.

"I am somewhat displeased that if, when paying in advance for a term session, I notify you at time of paying that I will not be able to attend...this appears to be dismissed as a 'hard luck policy' and I pay for a session I don't attend"

As above, we aim to keep prices low and are significantly cheaper than many other local classes. If attendees miss odd weeks (for eg holidays), we can't give that space to someone else and, if we don't charge, we lose the income but our costs remain the same. In the past the programme was heavily subsidised by grant funding which enabled us to give refunds for missed classes. However, in the current financial climate, the amount of funding available has significantly decreased and we have therefore had to look at alternative

ways to ensure that we can sustain delivery of the classes. We would love to be able to only charge for the sessions attended, however this would mean that the classes would become unsustainable. The only other option would be for us to increase the weekly price of the class to counteract sessions missed, however this would go against our desire to maintain low prices for all. Currently our only grant funding which goes towards the programme as a whole is from TAG Farnborough Airport.

"Not sure you should ask for responder's name, this will inhibit response. This should be optional"
We decided to ask for contact details as, for some questions, we needed to be able to follow up with respondents. The question was set-up so that it could be left blank if desired. Please note that we only matched up answers with names in specific cases where we needed to contact individuals because of their answer (e.g. they indicated that they would be interested in volunteering, wanted to make a donation etc).

RHL TERM 3 2019 MAY AND JUNE

Class Updates

- NEW PILATES CLASS – FRIDAY 9:30 – 10:20 am at St Augustine's Church with Jo
- Pulmonary Maintenance Classes are being renamed to COPD Maintenance
- Wednesday 10:30 am Cardiac class - 29th May – NO class
- Thursday 2nd & 16th May & 27th June – Seated Exercise classes will take place in the main building at the museum (not the Boyce room)
- Wednesday 1st & 15th May – 11:15 am COPD Maintenance will take place at the Princes Hall at the earlier start time of 11 am
- Wednesday 1st & 15th May – 12:45 pm Steady & Strong + 1:45 pm Seated Pilates will take place in the main building at the museum (not the Boyce room)
- Wednesday 8th May – 11:15 am COPD Maintenance + 12:45 pm Steady & Strong + 1:45 pm Seated Pilates will all take place at the Princes Hall (not the military museum)

TERM 3 EXERCISE & REHABILITATION CLASSES – May/June

DAY	TIME	CLASS	LOCATION	TUTOR	COST
Mon	9:20 – 10:20am (1-hour class & ½ hour tea + coffee)	Phase IV Cardiac Rehabilitation	Hawley & Blackwater Leisure Centre, Camberley, GU17 9BW	Linda	£38.30/term 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	£38.30/term 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	£38.30/term DD £18.15/month
	12:40 – 1:40pm (1-hour class & ½ hour tea + coffee)	COPD Maintenance	Hawley & Blackwater Leisure Centre, Camberley, GU17 9BW	Linda	£33.54/term 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	£44.54/term 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	£33.54/term DD £15.77/month
Tues	9:30 – 10:15am	Pilates	Hawley Memorial Hall, Camberley, GU17 9BW	Julia	£40.40/term DD £19.20/month
	10:30 – 11:15am	Pilates	Hawley Memorial Hall, Camberley, GU17 9BW	Julia	£40.40/term DD £19.20/month
	11:30 – 12:15pm	Seated Pilates	Hawley Memorial Hall, Camberley, GU17 9BW	Julia	£40.40/term DD £19.20/month
	5:45 – 6:45pm	Phase IV Cardiac Rehabilitation	Alderwood (Connaught) Leisure Centre, Aldershot, GU12 4AS	Heidi	£41.60/term DD £19.80/month
	7:30 – 8:30pm	Pilates	Wavell School, Farnborough, GU14 6BH	Becky	£41.60/term DD £19.80/month
Wed	9:45– 10:30am (45 min class & ½ hour tea + coffee)	Seated Pilates	Princes Hall, Aldershot, GU11 1NX	Linda	£36.40/term 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	£41.60/term DD £19.80/month
	11:20 – 12:20pm (1-hour class & ½ hour tea + coffee)	COPD Maintenance	Aldershot Military Museum, Queens Avenue, Aldershot, GU11 2LG	Linda	£36.40/term DD £17.20/month
	12:45–13:30pm (45 min class & ½ hour tea + coffee)	Steady & Strong	Aldershot Military Museum, Queens Avenue, Aldershot, GU11 2LG	Linda	£36.40/term DD £17.20/month
	1:45 – 2:30pm (45 min class & ½ hour tea + coffee)	Seated Pilates	Aldershot Military Museum, Queens Avenue, Aldershot, GU11 2LG	Linda	£36.40/term DD £17.20/month
Thurs	10:00-10:45am (45 min class & ½ hour tea + coffee)	Seated Exercise	Aldershot Military Museum, Queens Avenue, Aldershot, GU11 2LG	Alison	£36.40/term DD £17.20/month
	11:15-12:00pm	Seated Exercise	Aldershot Military Museum, Queens Avenue, Aldershot, GU11 2LG	Alison	£36.40/term DD £17.20/month
	6:10 – 7pm	Pilates	Wavell School, Farnborough, GU14 6BH	Nas	£41.60/term DD £19.80/month
Fri	9:30 – 10.15am	Pilates	St Augustine's Church, Aldershot, GU12 4SE	Jo	£39.60/term DD £18.80/month
	12 – 1pm	Pilates	St Augustine's Church, Aldershot, GU12 4SE	Jo	£39.60/term DD £18.80/month

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

Rushmoor Healthy Living - The Meads Business Centre - Kingsmead
Farnborough - Hampshire - GU14 7SR
01252 362660 brad.dale@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 1st 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.

There is a £2 per term per class charge 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 14th 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 14th of December to cancel your place from 1st January onwards. Cancellations received from the 15th onwards are liable for the following months charge in full.

For all other payment methods, cancellations must be received by the 14th of the 2nd 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 14th February in order to cancel your place for the March/ April term. Cancellations received after the 15th 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).