

January 2012

Dear Member,

Your health and wellbeing are at the heart of what we do

I'd like to offer you a warm welcome to the Nuffield Health family. We are a new concept in the field of health and fitness, we offer much more than your average gym or health club. For a start, Nuffield Health Fitness & Wellbeing Centres provide an individual approach to your health. Focusing on helping you achieve your own personal goals, we'll help you maintain your desired fitness levels in the long term with on-going support.

As the UK's largest, not for profit healthcare organisation, we've been providing clinical, fitness and wellbeing services for over 50 years, having over 200 corporate on-site gyms and 31 hospitals. Our aim has always been to be fair, honest and transparent. We already run 51 Fitness and Wellbeing centres across the country, each with everything you've always enjoyed in a health club. And being a charity lets us get on with planning health in the long term and re-investing profits back into improving facilities.

So over the next twelve months we'll be looking to develop and improve not only your centre's infrastructure, our staff will be offered more advanced training in specialist areas too. This will allow them to provide you with a unique, personalised programme of rewards to help you get fit and healthy. We can also offer you physiotherapy, personal training, group exercise classes and expert, educational programmes. All designed around you, as and when you need them.

The big question. Will these improvements affect the contract with your centre? The only change is the logo at the top of this letter. The standards of service you have come to expect remain the same. Your terms of use in the gym remain the same. And your monthly fee will remain the same. We're also committed to improving the health and fitness of the UK population so are rather proud the Members' Choice Health Club Awards 2011, honoured us with a gold for Best National Chain for our services.

And finally, we value your thoughts and suggestions on anything we do. This helps us improve our service and standards to you personally. If you do have any suggestions on how to improve your local centre, fill in the survey you'll be receiving soon. You can continue enjoying your local health centre; your fitness and wellbeing are in safe hands.

Yours,



Laura Kerby
Managing Director, Consumer Wellbeing



Please speak to your centre's General Manager if you have any questions or would like more information. They are there to help you. Greens Health & Fitness is now a part of Nuffield Health.