

FAQs

Location

1. Which True Fitness clubs do NUSS members have access to and what are their operating hours?

Chevron House:

It is at Raffles Place, located at level seven (7). Click [here](#) for more details.

Mon – Thurs	6:00 AM – 11:00 PM
Fri	6:00 AM – 10:00 PM
Sat	6:00 AM – 8:00 PM
Sun/Public Holiday	8:00 AM – 6:00 PM

Djitsun Mall:

It is at Ang Mo Kio Central 2, located at level four (4). Click [here](#) for more details.

Mon – Thurs	6:00 AM – 11:00 PM
Fri	6:00 AM – 10:00 PM
Sat	6:00 AM – 9:00 PM
Sun/Public Holiday	8:00 AM – 8:00 PM

Income @ Tampines Junction:

It is at Tampines Ave 5, located at level eight (8). Click [here](#) for more details.

Mon – Thurs	6:00 AM – 11:00 PM
Fri	6:00 AM – 10:00 PM
Sat	6:00 AM – 9:00 PM
Sun/Public Holiday	8:00 AM – 8:00 PM

Suntec City Mall:

It is at Suntec City Mall, taking over the former Toys'R'Us and its neighbouring units at Tropics Level 3, maintains as the largest True Fitness club in Singapore. Click [here](#) for more details.

Mon – Thurs	6:00 AM – 11:00 PM
Fri	6:00 AM – 10:00 PM
Sat	6:00 AM – 9:00 PM
Sun/Public Holiday	8:00 AM – 8:00 PM

Velocity @ Novena Square:

It is at 238 Thomson Road, in Velocity, located at level three (3). Click [here](#) for more details.

Mon – Thurs	6:00 AM – 11:00 PM
Fri	6:00 AM – 10:00 PM
Sat	6:00 AM – 9:00 PM
Sun/Public Holiday	8:00 AM – 8:00 PM

2. How long can I visit True Fitness for each booking I make?

All bookings, once confirmed, allow NUSS members with a full day access to the selected fitness club.

Booking

3. Are all members allowed to use the gym and fitness classes?

Only card-carrying NUSS members (both Junior and Spouse Members inclusive) above 21 years old are allowed to make a booking and use the True Fitness clubs and sign up for their fitness classes free of charge.

For spouses and children who are not NUSS Spouse Members or Junior Members respectively, are restricted from this member benefit.

4. How do I book a slot at the True Fitness clubs?

(a) You can book via phone by calling to our main hotline number at 6779 1811. Do provide us only your NUSS membership ID so that we can secure a slot for you.

OR

(b) You can book a slot at "Members' Login" on NUSS website. Please click "Booking of Facility" - select "True Fitness"- choose preferred date - choose preferred gym location - click "Book Now".

Please note that bookings can only be made seven (7) days from preferred date.

*If you do not have an account, please click

<https://nussweb.org.sg/nussweb/main/signup.asp?proc=signup> to create a new account.

*If you do not remember your login password, please click

<https://nussweb.org.sg/nussweb/main/signup.asp?proc=reset> to reset it.

5. Can I book more than one (1) day per time?

Members can book up to a *maximum of two (2) days per week (subject to availability)*, from Monday to Sunday. However, members have to confirm their first booking before booking the second day.

A confirmation email will be sent to members upon their booking (as per the email address provided to NUSS).

There is also a maximum of 30 passes a day for our members to use the True Fitness clubs. Should this number be reached within the day, you will be notified that your booking is unable to go through on the website.

6. From what time can I book the slot?

Booking slots are in full-day blocks (in accordance to the official opening hours of each True Fitness gym).

7. Can I choose to come anytime during the day that I have chosen?

Yes, members can come anytime during the day that they have chosen. However, they must return the towels by the end of their gym usage.

Please be reminded that to avoid the **no-show fee**, you must be at the gyms before their respective closing times.

8. Are my spouse and child (who hold a NUSS Spouse membership and Junior membership) required to book a slot if they were to join me at the True Fitness clubs?

Yes, they are required to book a slot to use the facilities at True Fitness under their own membership ID. Each main, associate, spouse and junior member may enjoy a maximum of 2 bookings a week. I.e. Main member has his/her 2 bookings and supplementary member has his/her own 2 bookings.

Please note that the booking slots are not transferable.

E.g. If the main member chooses not to utilize the facilities at True Fitness, the Spouse or Junior Member may still each enjoy only a maximum of 2 bookings a week.

9. Can I cancel a booking?

Yes, however you need to cancel it before 12pm, two days prior to the slot. Otherwise, a fee of **\$25 (subject to GST)** will be charged to your membership account.

E.g. If the member makes a booking on Friday but decides to cancel it, he/she has to cancel the booking before 12pm, on Wednesday.

10. How do I cancel my booking?

You can cancel your booking at "Members' Login" on NUSS website. Please click "Booking of Facility"- select "Your Schedule"- click "Cancel".

11. How do I gain access to the four True Fitness clubs?

After getting a booking confirmation email from NUSS, you can head down to the respective True Fitness clubs on the day of booking you have made and approach the side door at their entrances. Please produce your NUSS membership card at the clubs' receptions for verification purposes. The reception staff at True Fitness will then grant you access through their electronic gates.

Please also note the following:

- Should you require a towel, you would need to leave your NUSS membership card at the reception, which they will only pass back to you upon the returning of the towel.
- As bags are only allowed into the locker rooms and not the other gym facilities, please remember to bring a padlock with a key (number locks are not allowed).

12. What privileges can I enjoy?

You are able to use the gym and sign up for any of the fitness classes offered at any of the five gym clubs. These five clubs are fully furnished with steam rooms, an Aerobics Studio, a Hot Yoga Studio and a Spinning Studio, along with a unique facility that each fitness club has, all of which NUSS

members are able to enjoy. Please use these facilities within the selected day/s that you have booked for.

However, do note that equipments marked for personal training purposes are not allowed to be used.

13. What fitness classes does True Fitness have available? And how do I sign up for them?

You can go to this link - <http://www.truefitness.com.sg/classes/class-introduction> for more information about the various classes True Fitness offers.

To sign up for the fitness classes, NUSS members have to make their class booking via phone or in person at the respective clubs' receptions.

Please also click [here](#) for the list of rules and etiquette by True Fitness, but do note the following:

- Online registration on True Fitness website for fitness classes is **not applicable** for NUSS members
- Cell phones are not permitted to be brought into the fitness classes
- Late entry into the fitness classes will not be entertained

14. If I have booked a slot at one of the five fitness clubs, but I want to only attend the fitness class, can I proceed directly to the studio/room where the class is held?

After receiving an email confirmation from NUSS regarding your booking, you must register at the entrance before proceeding to the fitness class. Otherwise there will be a **no-show fee of \$25** (subject to GST) charged to your account as there will be no record of your attendance.

Guest

15. Am I allowed to bring a guest (non-member) to the fitness clubs?

Guests are not permitted to enter any of True Fitness clubs if they are not NUSS members.

Fees

16. What happens if I do not show up for my booking?

A **no-show fee of \$25** (subject to GST) will be charged to your membership account.

An email will also be sent to you informing you of this no-show fee at the end of the day (as per the email address provided to NUSS).

Others

17. Can I bring my fitness instructor/personal trainer along?

You are not permitted to bring your fitness instructor/personal trainer along.

18. Do I have to bring my own towel?

You do not need to bring your own towel, but your membership ID card will have to be left at the reception in exchange for the towels.

19. Whom do I contact if I have further enquiries or require further clarifications?

You may contact the Member Relations Officer at Suntec City Guild House at 6395 6620 or 6395 6621 if using the Suntec City Mall True Fitness gym. Otherwise, you can email mship@nuss.org.sg or call our main hotline at 6779 1811.

IT

20. I forgot my login password, how do I reset my password?

You can reset your password at “Members’ Login” on NUSS website. Please click “Forgot Your Password?” and fill up the mandatory information. When you are done, please click “Reset”. You may now proceed to log in with your new password.

21. Whom do I contact for IT-related issues?

You may contact our Information Systems Department at is@nuss.org.sg or 6586 3706.

Terms and Conditions

Liability

True Fitness and NUSS shall not be responsible or liable for any loss or damage to personal properties, or any injuries, death or illness suffered, howsoever arising out of or in any way connected with the use, whether proper or otherwise, of any of the facilities, whether defective or not, of True Fitness.

True Fitness and NUSS will not be responsible for any death, injury or mental impairment of any person and/or aggravated by any prior injury or illness whether known or unknown through the use of facilities or advice given by the staff of True Fitness. The member further undertakes that he/she will consult his/her physician before undertaking an exercise program.

True Fitness reserves the right to refuse entry to any members with a medical condition that maybe injurious to themselves or other users in its clubs.

Membership and all its rights, benefits and entitlements are not transferable and exchangeable for any goods or services in the clubs.

No person using the facilities of True Fitness shall take away, or permit to be taken away, any properties belonging to True Fitness.

In the event that a member or member's guest loses or damages any of the True Fitness' properties, the relevant member shall be liable to compensate the True Fitness accordingly.

Complaints and Disputes

Any complaints concerning True Fitness or disputes relating to the interpretation of these Rules and Regulations and/or the by-laws shall be referred to NUSS, and the decision shall be final and binding. For feedback/complaints, please email mship@nuss.org.sg

Club Staff

Abusive behaviour towards any members of the staff shall not be condoned. If a member has any cause for complaint, the member may bring it before NUSS in writing. For feedback/complaints, please email mship@nuss.org.sg.

The management of True Fitness reserves the right to suspend or terminate the rights, privileges, or membership of any user whose actions are detrimental to the facilities, image, branding, club members, and/or its shareholders, management and staff.

Amendments

The Management may amend these terms and conditions from time to time at its absolute discretion, and the member shall be deemed to have agreed to such alteration.