

FAQs

Location

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

<p><u>Djitsun Mall @ Ang Mo Kio:</u> 5 Ang Mo Kio Central 2 #04-01, Singapore 569663. Click here for more details.</p> <table> <tbody> <tr> <td>Mon – Fri</td> <td>6:00 AM – 10:00 PM</td> </tr> <tr> <td>Sat</td> <td>6:00 AM – 9:00 PM</td> </tr> <tr> <td>Sun/Public Holiday</td> <td>8:00 AM – 8:00 PM</td> </tr> </tbody> </table>	Mon – Fri	6:00 AM – 10:00 PM	Sat	6:00 AM – 9:00 PM	Sun/Public Holiday	8:00 AM – 8:00 PM
Mon – Fri	6:00 AM – 10:00 PM					
Sat	6:00 AM – 9:00 PM					
Sun/Public Holiday	8:00 AM – 8:00 PM					
<p><u>Income @ Tampines Junction:</u> 300 Tampines Ave 5 #08-01/04, Singapore 529653. Click here for more details.</p> <table> <tbody> <tr> <td>Mon – Fri</td> <td>6:00 AM – 10:00 PM</td> </tr> <tr> <td>Sat</td> <td>6:00 AM – 9:00 PM</td> </tr> <tr> <td>Sun/Public Holiday</td> <td>8:00 AM – 8:00 PM</td> </tr> </tbody> </table>	Mon – Fri	6:00 AM – 10:00 PM	Sat	6:00 AM – 9:00 PM	Sun/Public Holiday	8:00 AM – 8:00 PM
Mon – Fri	6:00 AM – 10:00 PM					
Sat	6:00 AM – 9:00 PM					
Sun/Public Holiday	8:00 AM – 8:00 PM					
<p><u>Millenia Walk:</u> 9 Raffles Boulevard Millenia Walk #02-63, Singapore 039596. Click here for more details</p> <table> <tbody> <tr> <td>Mon – Fri</td> <td>6:00 AM – 10:00 PM</td> </tr> <tr> <td>Sat</td> <td>6:00 AM – 9:00 PM</td> </tr> <tr> <td>Sun/Public Holiday</td> <td>8:00 AM – 8:00 PM</td> </tr> </tbody> </table>	Mon – Fri	6:00 AM – 10:00 PM	Sat	6:00 AM – 9:00 PM	Sun/Public Holiday	8:00 AM – 8:00 PM
Mon – Fri	6:00 AM – 10:00 PM					
Sat	6:00 AM – 9:00 PM					
Sun/Public Holiday	8:00 AM – 8:00 PM					
<p><u>Velocity @ Novena Square:</u> 238 Thomson Road #03-45/46, Singapore 307683. Click here for more details.</p> <table> <tbody> <tr> <td>Mon – Fri</td> <td>6:00 AM – 10:00 PM</td> </tr> <tr> <td>Sat</td> <td>6:00 AM – 9:00 PM</td> </tr> <tr> <td>Sun/Public Holiday</td> <td>8:00 AM – 8:00 PM</td> </tr> </tbody> </table>	Mon – Fri	6:00 AM – 10:00 PM	Sat	6:00 AM – 9:00 PM	Sun/Public Holiday	8:00 AM – 8:00 PM
Mon – Fri	6:00 AM – 10:00 PM					
Sat	6:00 AM – 9:00 PM					
Sun/Public Holiday	8:00 AM – 8:00 PM					
<p><u>HarbourFront Centre:</u> 1 Maritime Square HarbourFront Centre #13-02 (Via Lobby D) Singapore 099253. Click here for more details.</p> <table> <tbody> <tr> <td>Mon – Fri</td> <td>7:00 AM – 10:00 PM</td> </tr> <tr> <td>Sat</td> <td>7:00 AM – 9:00 PM</td> </tr> <tr> <td>Sun/Public Holiday</td> <td>8:00 AM – 8:00 PM</td> </tr> </tbody> </table>	Mon – Fri	7:00 AM – 10:00 PM	Sat	7:00 AM – 9:00 PM	Sun/Public Holiday	8:00 AM – 8:00 PM
Mon – Fri	7:00 AM – 10:00 PM					
Sat	7:00 AM – 9:00 PM					
Sun/Public Holiday	8:00 AM – 8:00 PM					
<p><u>Viva Business Park:</u> 750B Chai Chee Road #02-01, Singapore 469002. Click here for more details.</p> <table> <tbody> <tr> <td>Mon – Fri</td> <td>6:00 AM – 10:00 PM</td> </tr> <tr> <td>Sat</td> <td>6:00 AM – 9:00 PM</td> </tr> <tr> <td>Sun/Public Holiday</td> <td>8:00 AM – 8:00 PM</td> </tr> </tbody> </table>	Mon – Fri	6:00 AM – 10:00 PM	Sat	6:00 AM – 9:00 PM	Sun/Public Holiday	8:00 AM – 8:00 PM
Mon – Fri	6:00 AM – 10:00 PM					
Sat	6:00 AM – 9:00 PM					
Sun/Public Holiday	8:00 AM – 8:00 PM					
<p><u>Great World City:</u> 1 Kim Seng Promenade #03-115, Singapore 237994. Click here for more details.</p> <table> <tbody> <tr> <td>Mon – Fri</td> <td>6:00 AM – 10:00 PM</td> </tr> <tr> <td>Sat</td> <td>6:00 AM – 9:00 PM</td> </tr> <tr> <td>Sun/Public Holiday</td> <td>8:00 AM – 8:00 PM</td> </tr> </tbody> </table>	Mon – Fri	6:00 AM – 10:00 PM	Sat	6:00 AM – 9:00 PM	Sun/Public Holiday	8:00 AM – 8:00 PM
Mon – 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 a 90-minute access to the selected fitness centres.

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 facilities at the selected fitness centres.

Due to Covid-19 measures and limited capacities, fitness classes will not be available for booking.

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

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

1. Go to www.nuss.org.sg
2. Click on "Members Login" at the top right of our website
3. Key in login details
4. Click on "Booking of Facility"
5. Select weekday / weekend and the fitness centre of choice
6. Select the date on the right
7. Select the time slot available

Please note that bookings can only be made seven (7) days prior to 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 Mondays to Sundays. However, members have to confirm their first booking before booking for 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 40 passes** a day for our members to utilise the True Fitness centres. Should this number be reached within the day, you will be notified that your booking is unable to go through on the website.

Due to Covid-19 measures and limited capacities, additional passes are currently unavailable for purchase.

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

No, members will have to come at the specific time slot that they have chosen.

Please be reminded that to avoid the **no-show fee**, members must be at the gyms during the time slot selected.

7. 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 centres?

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 will still each enjoy only a maximum of 2 bookings a week.

8. 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.

Passes cannot be cancelled after the cutoff.

Cancellations will only be considered if there is a medical emergency, in which, you will need to write in to mship@nuss.org.sg with proof of medical certificate. Any refunds will be subjected to approval.

9. 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".

10. How do I gain access to the seven True Fitness centres?

After getting a booking confirmation email from NUSS, you can head down to the respective True Fitness centre on the day and time of your booking and approach the side door at their entrances. Please produce your NUSS membership card at the centre's 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. Your NUSS membership card will be returned to you once you return the towel.
- As bags are only allowed in the locker rooms, please remember to bring a padlock with a key (number locks are not allowed).

11. What privileges can I enjoy?

You are able to use the gym facilities, shower rooms and steam rooms. However, do note that equipments marked for personal training purposes are not allowed to be used. Due to Covid-19 measures and limited capacities, fitness classes will not be available for booking.

Guest

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

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

Fees

13. 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

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

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

15. 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.

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

You may contact email mship@nuss.org.sg.

IT

17. 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. Once you are done, please click "Reset". A new password will then be sent to your registered email address and you may proceed to log in.

18. 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 centres.

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

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.