

In Collaboration with



## FAQs

### ON FACILITIES

#### 1. Which True Fitness gyms do NUS members have access to and what are their operating hours?

##### **Djitsun Mall:**

5 Ang Mo Kio Central 2, #04-01, Singapore 569663

Click [here](#) for more details.

Mon – 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:**

300 Tampines Ave 5, #08-01/04, Singapore 529653

Click [here](#) for more details.

Mon – 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:**

238 Thomson Road, Velocity@Novena Square, #03-45/46, Singapore 307683

Click [here](#) for more details.

Mon – Fri	6:00 AM – 10:00 PM
Sat	6:00 AM – 9:00 PM
Sun & Public Holiday	8:00 AM – 8:00 PM

##### **Great World City:**

1 Kim Seng Promenade, #03-115 Great World, Singapore 237994

Click [here](#) for more details.

Mon – Fri	6:00 AM – 10:00 PM
Sat	6:00 AM – 9:00 PM
Sun & Public Holiday	8:00 AM – 8:00 PM

##### **HarbourFront Centre:**

1 Maritime Square, HarbourFront Centre, #13-02 (via Lobby D), Singapore 099253

Click [here](#) for more details.

Mon – Fri	7:00 AM – 10:00 PM
Sat	7:00 AM – 9:00 PM
Sun & Public Holiday	8:00 AM – 8:00 PM

**Millenia Walk:**

9 Raffles Boulevard, Millenia Walk, #02-63, Singapore 039596

Click [here](#) for more details.

Mon – Fri	6:00 AM – 10:00 PM
Sat	6:00 AM – 9:00 PM
Sun & Public Holiday	8:00 AM – 8:00 PM

**Funan:**

107 North Bridge Rd, #04-18, Singapore 179105

Click [here](#) for more details.

Mon – Sun	7:00 AM – 10:00 PM
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**CIMB Plaza:**

30 Raffles Place, #B2-01, CIMB Plaza, Singapore 048622

Click [here](#) for more details.

Mon – Fri	6:00 AM – 10:00 PM
Sat	8:00 AM – 5:00 PM
Sun & Public Holiday	Closed

*To make a booking for gym usage and fitness classes at the respective True Fitness gym, please refer to Point 6.*

On the date of your booking, produce the following at the True Fitness gym for verification purposes:

1. NUSS Membership Card/E-Card
2. NUSS email confirmation email
3. True Fitness 4-digit booking number for Fitness Classes

Please also note the following:

1. 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.
2. As bags are only allowed in the locker rooms, please remember to bring a padlock with a key (number locks are not allowed).

**2. What privileges can I enjoy at True Fitness Gyms?**

You may use the gym facilities and shower rooms. However, do note that equipment marked for personal training purposes are not allowed to be used.

Fitness classes are subjected to True Fitness's availability and with prior booking only.

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

Refer to this link - <https://www.trueyogafitness.com.sg/Classes/Default.aspx#ClassIntroduction> for more information about the various classes True Fitness offers.

To sign up for the fitness classes, NUSS members must make their class booking via phone. (Refer to Point 6).

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

- a) Online registration for fitness classes via the True Fitness website is **not applicable** for NUSS members
- b) Cell phones are not permitted to be brought into the fitness classes
- c) Late entry into the fitness classes will not be entertained
- d) Fitness classes are subjected to True Fitness's availability.**

**4. Who can make use of the gyms and fitness classes at the True Fitness gyms stated above?**

All NUSS Members above 15 years old will be allowed to make a booking and use the selected True Fitness gyms.

There is a **limited number of complimentary passes** a day for NUSS members to utilize the True Fitness gyms. Fitness classes are subjected to True Fitness's availability.

**5. If I have booked a slot to attend the fitness class, can I proceed directly to the studio/room where the class is held?**

No. You must register at the entrance before proceeding to the fitness class.

**ON BOOKING**

**6. How do I book for Gym session at the True Fitness gyms?**

- a) Go to [www.nuss.org.sg](http://www.nuss.org.sg)
- b) Click on "Member's Login" at the top right of our website and log in to the members' portal
- c) Click on "Facilities" > "Passes" > "True Fitness"
- d) Choose the preferred TF Gym outlet and select the preferred date
- e) Select "Click here to Book."
- f) An email confirmation will be sent to your registered email address.

**7. How do I book for Fitness Classes at the True Fitness gyms?**

**Step 1**

- a) Call True Fitness, *state that you are an NUSS member* and provide your mobile number to book your gym or fitness class.
- b) After securing a slot with True Fitness gym, a 4-digit booking number will be given to be used during check-in at the gym.

**Step 2**

- a) Go to [www.nuss.org.sg](http://www.nuss.org.sg)
- b) Click on "Member's Login" at the top right of our website and log in to the members' portal
- c) Click on "Facilities" > "Passes" > "True Fitness"
- d) Choose the preferred TF Gym outlet and select the preferred date
- e) Select "Click here to Book."
- f) An email confirmation will be sent to your registered email address.

**8. Why do I have to call True Fitness first before making a Booking with NUSS (Fitness classes)?**

TF Gym fitness classes has limited capacity for each session. This 2-Step booking allows Members to **confirm** access to **all** fitness classes at True Fitness gyms if available.

**9. How do I know if my Fitness Class booking is completed/successful?**

- a) You have a 4-digit booking number from True Fitness gym.
- b) You have an email confirmation sent to the registered email address after securing a booking slot via the NUSS Members' Portal.

**10. I am currently at True Fitness, but the staff mentioned that my booking for fitness class is invalid? What should I do?**

NUSS Member may have not completed the 2-step booking with **both** True Fitness and NUSS. Please refer to the 2-step booking process in Point 7.

If you are currently at the True Fitness outlet with a 4-digit booking number, but are denied access to the gym, you may immediately log into the NUSS Members' Portal to see if there are slots available for the day.

- a) If there is a slot available, make a booking and show the True Fitness staff the email confirmation once the booking on the NUSS Members' Portal is successful.
- b) If there are no Complimentary Pass, you may choose Paid Pass at \$25 (subject to GST).

**11. Why is my booking invalid?**

- a) You have received a 4-digit booking number from True Fitness **BUT** you have not secured a confirmed booking with NUSS via the Members' Portal.
- b) You have received a confirmation email after booking a slot from the NUSS Members' Portal **BUT** you have not secured a gym or fitness class booking with True Fitness.

**12. Do I need to make advance bookings for Gym and Fitness Classes?**

Members are strongly encouraged to book in advance to ensure booking slots are available for the dates you wish to visit the True Fitness gyms.

Booking slots for gym and fitness class usage opens 7 days in advance.

Booking for fitness classes **opens 72 hours prior to the fitness class session.**

**13. I have booked a slot with True Fitness and have gotten a 4-digit booking number but there are no available booking slots on the NUSS Members' Portal?**

Booking will be deemed as incomplete and the member is to contact True Fitness to cancel their prior booking.

**14. I have booked a slot via the NUSS Members' Portal and gotten a confirmation email, but there are no available booking slots with True Fitness.**

Booking will be deemed as incomplete and the member will not be able to attend fitness classes without the 4-digit booking number given by True Fitness.

**15. Can I book more than one session per time?**

For Complimentary Passes, members can book up to a *maximum of two sessions (gym/fitness classes) per week (subject to availability)*, from Monday to Sunday. However, members have to confirm their first booking before booking for the second day.

A confirmation email will be sent to the members' registered email upon their booking.

Please note that bookings can only be made 72 hours prior to the gym time slot and/or fitness class date.

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

Your booking for Gym is in full day blocks in accordance to the official opening hours of each TF Gym. You can visit anytime of the day, with no time limit. Fitness classes are usually 1-hour session.

**17. Are my spouse, child, and parent (who hold a NUSS Spouse, Junior, and Parent membership) required to book a slot if they were to join me at the True Fitness gyms?**

Yes. They are required to book a slot to use the facilities at True Fitness under their own membership ID. Each main, associate, spouse, junior and parent member may enjoy a maximum of 2 bookings a week.

i.e. Main member has his/her 2 bookings and the supplementary member has his/her own 2 bookings.

Please note that the booking slots are not transferable.

If the main member chooses not to utilize the facilities at True Fitness, supplementary members can still each enjoy a maximum of 2 bookings a week.

**18. Can I purchase PAID passes to TF GYM?**

Beyond the complimentary entitlement of 2 times a week, additional day passes are available at \$25 (subjected to prevailing GST). NUSS will be billed directly to your membership account at the end of each month.

**19. Can I book more than one session per time?**

For Complimentary Pass, members can book 2 passes per week subject to availability. However, there is no limit for Paid Pass. Members can book as many as you wish.

**20. Where do I make my booking for the PAID passes to TF Gym?**

Please refer to Point 7 Step 2 however you chose PAID Pass under (c)

- a) Go to [www.nuss.org.sg](http://www.nuss.org.sg)
- b) Click on "Member's Login" at the top right of our website and log in to the members' portal
- c) Click on "Facilities" > "Passes" > "True Fitness" \*It will state that it is a paid pass
- d) Choose the preferred TF Gym outlet and select the preferred date
- e) Select "Click here to Book."
- f) An email confirmation will be sent to your registered email address.

**ON CANCELLATIONS**

**21. Can I cancel my booking for Complimentary Pass?**

Yes. Cancellation is permissible **48 hours** prior to your booking. Go to **Your Schedule** in the Facilities Booking to cancel your booking.

**22. Can I cancel without the cancellation fee for Complimentary Pass?**

Cancellation fees will only be waived if there is a medical emergency with proof of medical certificate. Please write in to us at [mship@nuss.org.sg](mailto:mship@nuss.org.sg). Any waivers will be subjected to approval.

**23. Can I cancel my booking for PAID Pass?**

No. There will be no cancellation or reissue of PAID pass.

**ON NO-SHOW FEES**

**24. 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).

**25. What happens if I fail to cancel my confirmed booking on NUSS website before the deadline?**

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

**26. What happens if I do not call TF to cancel my Fitness Class booking (STEP 1) after I fail to secure my NUSS booking (STEP 2)?**

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

**\*23 to 25 does not apply to Paid pass**

## **OTHERS**

### **ON GUESTS**

**27. Am I allowed to bring a guest (non-member) to the fitness gyms?**

No. Guests are not permitted to enter any of True Fitness gyms if they are not NUSS members.

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

No. You are not permitted to bring your fitness instructor/personal trainer along.

**29. Do I have to bring my own towel?**

No. You do not need to bring your own towel. Towels are provided at all True Fitness gyms but your membership ID card will have to be left at the reception in exchange for the towels.

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

You may contact email [mship@nuss.org.sg](mailto:mship@nuss.org.sg) or call our main hotline at 6779 1811.

**31. 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.

**32. Whom do I contact for IT-related issues?**

You may contact our Information Systems Department at [is@nuss.org.sg](mailto:is@nuss.org.sg) or 6586 3706.

If you do not have an NUSS account, please click "REGISTER HERE" to create a new account.

If you do not remember your login password, please click "FORGET PASSWORD" reset it.

## **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](mailto: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](mailto: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.