



## FAQs

### ON FACILITIES

1. Which True Fitness outlets are accessible to Nuss members, and what are their operating hours?

#### Djitsun Mall @ AMK

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 & PH	8:00 am – 8:00 pm

#### Great World

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 & PH	8:00 am – 8:00 pm

#### Income @ Tampines Junction

300 Tampines Avenue 5, #08-01/03, Singapore 529653

Click [here](#) for more details.

Mon – Fri	6:00 am – 10:00 pm
Sat	6:00 am – 9:00 pm
Sun & PH	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 & PH	8:00 am – 8:00 pm

### **Funan**

107 North Bridge Road Funan, #04-18, Singapore 179105

Click [here](#) for more details.

Mon – Sun	7:00 am – 10:00 pm
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### **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 & PH	8:00 am – 8:00 pm

### **CIMB Plaza**

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

Click [here](#) for more details.

Mon – Fri	6:30 am – 10:00 pm
Sat	8:00 am – 4:00 pm
Sun & PH	Closed

On the day of your booking, please present the following at the True Fitness gym for verification purposes:

- a. Your NUSS Membership Card or e-Card
- b. The confirmation email from NUSS
- c. The 4-digit booking number issued by True Fitness (for fitness classes)

Please note:

- I. Should you require a towel, you will be required to leave your NUSS membership card at the reception. Your card will be returned upon the return of the towel.
- II. As bags are only permitted in the locker rooms, kindly ensure you bring a padlock with a key for securing your belongings. Please note that combination or number locks are not allowed.

## **2. What privileges and benefits are extended to NUSS members at True Fitness gyms?**

You are welcome to 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 are available at True Fitness gyms, and what is the procedure for signing up?

For more information on the range of fitness classes offered by True Fitness, please refer to this [link](#).

To register for fitness classes, NUSS members are required to secure their slots via phone.

For the full list of rules and etiquette established by True Fitness, please click [here](#). Kindly take note of the following important points:

- a. Online registration for fitness classes via the True Fitness website is **not applicable** to NUSS members.
- b. Mobile phones are not permitted within the fitness class studios.
- c. Latecomers will not be allowed entry into fitness classes.
- d. **Fitness classes are subjected to True Fitness's availability.**

### 4. Who is eligible to utilise the gym and attend fitness classes at the True Fitness gyms?

All NUSS members aged 16 and above are eligible to make bookings and access the 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 successfully booked a fitness class, may I proceed directly to the studio where the class is conducted?

No, you are required to register at the entrance before attending the fitness class.

## ON BOOKING

### 6. What is the procedure for booking a gym pass at True Fitness?

To book a pass, please follow the steps below:

- I. Access the NUSS App or [Website](#).
- II. Click on "Member's Login" and log in to the Members' Portal.
- III. Navigate to "Menu" and select "True Fitness."
- IV. Choose your preferred True Fitness outlet and select the desired date.
- V. Click on "Book."

A confirmation email will be sent to your registered email address upon successful booking.

### 7. How do I make a booking for fitness classes at True Fitness?

Step 1 (To book a pass):

- I. Access the NUSS App or [Website](#).
- II. Click on "Member's Login" and log in to the Members' Portal.
- III. Navigate to "Menu" and select "True Fitness."

- IV. Choose your preferred True Fitness outlet and select the desired date.
- V. Click on "Book."

A confirmation email will be sent to your registered email address upon successful booking.

Step 2 (To secure a slot for the fitness classes):

- I. Contact the respective True Fitness gym via phone, inform them that you are an NUSS member, and provide your mobile number to book a fitness class.
- II. Upon successful booking of a slot, a 4-digit booking number will be issued. This number must be presented during check-in at the gym.

**8. Why is it necessary to contact True Fitness to book for a slot for fitness classes?**

The fitness classes have a *limited* capacity for each session.

**9. How will I be notified if my booking for a fitness class has been successfully completed?**

- a. A confirmation email will be sent to your registered email address upon successful booking.
- b. You have received a 4-digit booking number from True Fitness.

**10. What should I do if I am informed by True Fitness staff that my booking is invalid upon arrival?**

**(Entry denied to fitness class)**

You may be denied entry if the 2-step booking process has not been completed. Please refer to Point 7.

**(Entry denied to True Fitness gym)**

You may proceed to make a booking and present the email confirmation to the True Fitness staff once the booking on the Members' Portal has been successfully completed.

In the event that no complimentary passes are available, you may opt to purchase a paid pass at \$25 (subject to prevailing GST).

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

- a. You have received a 4-digit booking number from True Fitness; however, you have not secured a pass through the Members' Portal.
- b. You have secured a pass and received a confirmation email from the Members' Portal; however, you have not secured a 4-digit booking number from True Fitness.

**12. I have booked a pass via the Members' Portal and gotten a confirmation email, but there are no available fitness classes. How should I proceed?**

Members will not be permitted to attend fitness classes without the 4-digit booking number issued by True Fitness; however, they may still access the gym facilities.

**13. Is advance booking required for both gym access and fitness classes?**

Members are strongly advised to make advance bookings to secure their passes at True Fitness gyms.

Booking of passes through the Members' Portal open 7 days in advance.

Booking for fitness classes through True Fitness open 72 hours prior to the fitness class session.

**14. Am I permitted to book more than one fitness class per day?**

Yes, each member is allowed to book up to two fitness classes per day (subject to availability and confirmation).

**15. What is the maximum duration I am allowed to remain at True Fitness per booking?**

Passes booked through the Members' Portal are allocated in full-day blocks aligned with the operating hours of each True Fitness outlets, allowing members to visit at any time during the day without time restrictions.

Fitness classes typically last for one hour per session.

Each pass is valid for a single location only and does not grant access to multiple outlets on the same day.

**16. Do my family members who hold NUSS Spouse, Junior, or Parent memberships need to make separate bookings if they wish to join me at True Fitness?**

Yes, each member is required to book a pass to access the facilities at True Fitness using their own membership ID. Principal members, as well as spouse, junior, and parent members, are each entitled to a maximum of two passes per week (subject to availability).

i.e. the principal member is entitled to two passes, and each supplementary member is separately entitled to their own two passes.

Please note that the bookings are not transferable.

**17. Can I purchase paid passes to True Fitness gyms?**

Beyond the complimentary entitlement of two passes per week, additional passes may be purchased at \$25 each (subject to prevailing GST). Charges will be billed directly to your NUSS membership account at the end of each month.

There is no limit to the number of paid passes a member may purchase. Members are free to book as many passes as they wish.

**18. How many complimentary passes am I entitled to each week?**

For complimentary passes, members are entitled to book up to two passes per week. Please note that the daily allocation of complimentary passes is limited.

Therefore, if you have not utilized your two passes per week, should the quota be reached, paid passes will be made available instead.

**19. Where can I make bookings for paid passes to True Fitness?**

Please refer to Point 7. The Members' Portal will automatically reflect the booking as a paid pass if complimentary passes are no longer available.

**ON CANCELLATIONS**

**20. Can I cancel a booking for a complimentary pass?**

To cancel your booking, please log in to the Members' Portal and click the 'X' icon next to the booking you wish to cancel.

Kindly note that cancellation fees apply as follows:

- a. For cancellations made more than 48 hours prior to the session date, a fee of \$12.50 will be charged (subject to prevailing GST).
- b. For cancellations made less than 48 hours before the session date, a fee of \$25 will apply (subject to prevailing GST).

**21. Is it possible to cancel a complimentary pass without incurring a cancellation fee?**

For cancellations due to medical or other reasons, please email [mship@nuss.org.sg](mailto:mship@nuss.org.sg) with supporting documents (e.g., a medical certificate). All refund and waiver requests are subject to approval.

**22. Can I cancel a booking for a paid pass?**

No, cancellations or reissues of a paid pass are not allowed.

**ON NO-SHOW FEES**

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

A no-show fee of \$25 (subject to prevailing GST) will be charged to your membership account. An email notification regarding the no-show fee will be sent to you on the following day.

**24. What happens if I fail to cancel my fitness class session with True Fitness (Step 2) after being unable to secure a pass on the Members' Portal (Step 1)?**

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

- **Point 23 and 24 does not apply to paid pass.**

## **ON GUESTS**

### **25. Am I allowed to bring a guest (non-member) to True Fitness gyms?**

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

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

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

### **27. Are swimming pool facilities available at any of the True Fitness gyms?**

Yes, swimming pool facilities are available at only one True Fitness outlet — Funan.

### **28. Do I have to bring my own towel?**

No, it is not necessary to bring your own towel. Should you require a towel, you will be required to leave your NUSS membership card at the True Fitness reception. Your card will be returned upon the return of the towel.

### **29. Whom should I contact for further enquiries or clarification?**

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

### **30. Whom should I contact for technical or IT-related assistance?**

For technical or IT-related matters, 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 on "Register Here" to create a new account.

If you have forgotten your login password, please click on "Forgot Password" to reset it.

### **31. I have forgotten my login password. How can I reset it?**

You may reset your password clicking on "Forgot Password" and complete the required fields. Once submitted, a new password will be sent to your registered email address, after which you may proceed to log in.

## **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.