

The Fitness Mosaic

From: [REDACTED]
Sent: 17 June 2014 12:48
To: The Fitness Mosaic; info@thefitnessmosaic.com
Subject: RE: New classes + New summer timetable

Follow Up Flag: Follow up
Flag Status: Flagged

Thank you for letting me know about the changes to the timetable. Unfortunetley this will mean I will have to cancel my rolling month membership. Please take this email as notice to cancel, I think my expiry day will be 27/06/2014, Could you confirm?

I am very disappointed in this as I can only do classes that finish by 8am latest in the morning so I can get to work, As I still have over a week left on my membership could you let me know if I could do other classes that start at 7am (group b- d class, I have group a at the moment) for no extra cost as I won't be able to do spinning now. I think this is only fair as it will allow me to continue working out in the morning; I would really appreciate it if you could accommodate this request.

I look forward to hearing from you.

Kind Regards,

From: [REDACTED]
To: info@thefitnessmosaic.com
Subject: New classes + New summer timetable
Date: Fri, 13 Jun 2014 18:02:34 +0100

Hi there,

We wanted to drop you quick email to let you know of a few updates at The Fitness Mosaic.

We have two new classes on our timetable:

Prime Time Conditioning – A workout for the de-conditioned or those new to fitness: This is an opportunity to meet Maureen; a fabulous new addition to our team.

Mosaic Pump – A whole body workout using weights to burn calories and tone up.

Morning Classes:

We have had to amend the start time of some our classes from 7:00am to 7:30am, particularly those which are reliant on music; due to demands placed upon us by Camden Council. I recognise this will be a disappoint as I have had many members asking me for earlier classes. I will be applying for the appropriate consent from the council in the coming weeks to allow us to operate with more flexibility according to our customers needs. These changes will be on timetable from Monday 16th June. We are looking to bring back our earlier classes by bring the silent disco concept into Mosaic. I am researching various suppliers of Bluetooth headsets to allow us to BRING BACK THE MUSIC!

Supervised HIIT:

Early morning supervised HIIT sessions. You will note on our timetable that our bootcamp, box and circuit classes have disappeared. Fear not! Our supervised gym sessions will still give you the high energy workout you need and want.

New instructors and new classes

Summer is coming! Over the coming weeks we are going to be bringing the number of classes down, however, we will be introducing some brand new and exciting classes to our timetable. We have pre and post natal classes starting with our Baby2Body programme, including Baby2Barre & Total Re-Core. There will also be additions to our HIIT programme with a fantastic functional workout called TACFIT. We are planning new classes to add to our aerobics studio, suggestions are always welcome.

Please use our online timetable to view the latest classes and take note of any changes in times or the instructor teaching.

To see the latest Equipment Pilates classes please view the online schedule.

We will be in touch again very soon to let you know about other exciting changes to The Mosaic and as always we welcome any feedback you have.

Kind regards,

Joanna Gilbert

+44(0)7460152952

Twitter@fitnessmosaic

81 –84 Chalk Farm Road, London, NW1 8AR

www.thefitnessmosaic.com



Text inserted by Panda IS 2014:

This message has NOT been classified as spam. If it is unsolicited mail (spam), click on the following link to reclassify it: [It is spam!](#)

The Fitness Mosaic

From: [REDACTED]
Sent: 16 June 2014 18:10
To: The Fitness Mosaic
Subject: RE: New classes + New summer timetable

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Jo,

This is really not good news to hear as the morning classes are often the only ones I can attend! After signing up to a full membership just a week ago I am very disappointed to hear that you are changing the class times to 7.30am; which will make it almost impossible for me to get to work on time. Many of the classes are too early in the evenings and attending the morning classes was going to be my only option. One of the main reasons I signed up was to take advantage of the 7am classes and talking with some of the staff I was led to believe there would be more at this time, not that they were getting cancelled.

At £95 a month I don't feel that with this new timetable I will be able to get my money worth, but when joining up I was told there would be a three month lock in period. Do you think it would be possible for me to get out of this contract based on the above, as I really don't think it's fair to lock people into a course and then change the class offering in this way.

Please let me know what the options are

Thanks
[REDACTED]

From: The Fitness Mosaic [<mailto:jo.gilbert@thefitnessmosaic.com>]
Sent: 13 June 2014 18:05
To: 'Jo Gilbert'
Subject: New classes + New summer timetable

Hi there,

We wanted to drop you quick email to let you know of a few updates at The Fitness Mosaic.

We have two new classes on our timetable:

Prime Time Conditioning – A workout for the de-conditioned or those new to fitness: This is an opportunity to meet Maureen; a fabulous new addition to our team.

Mosaic Pump – A whole body workout using weights to burn calories and tone up.

Morning Classes:

We have had to amend the start time of some of our classes from 7:00am to 7:30am, particularly those which are reliant on music; due to demands placed upon us by Camden Council. I recognise this will be a disappointment as I have had many members asking me for earlier classes. I will be applying for the appropriate consent from the council in the coming weeks to allow us to operate with more flexibility according to our customers needs. These changes will be on timetable from Monday 16th June. We are looking to bring back our earlier classes by bring the silent disco concept into Mosaic. I am researching various suppliers of Bluetooth headsets to allow us to BRING BACK THE MUSIC!

Supervised HIIT:

Early morning supervised HIIT sessions. You will note on our timetable that our bootcamp, box and circuit classes have disappeared. Fear not! Our supervised gym sessions will still give you the high energy workout you need and want.

New instructors and new classes

Summer is coming! Over the coming weeks we are going to be bringing the number of classes down, however, we will be introducing some brand new and exciting classes to our timetable. We have pre and post natal classes starting with our Baby2Body programme, including Baby2Barre & Total Re-Core. There will also be additions to our HIIT programme with a fantastic functional workout called TACFIT. We are planning new classes to add to our aerobics studio, suggestions are always welcome.

Please use our online timetable to view the latest classes and take note of any changes in times or the instructor teaching.

To see the latest Equipment Pilates classes are please view the online schedule.

We will be in touch again very soon to let you know about other exciting changes to The Mosaic and as always we welcome any feedback you have.

Kind regards,

Joanna Gilbert

+44(0)7460152952
Twitter@fitnessmosaic
81 –84 Chalk Farm Road, London, NW1 8AR
www.thefitnessmosaic.com



</

Text inserted by Panda IS 2014:

This message has NOT been classified as spam. If it is unsolicited mail (spam), click on the following link to reclassify it: [It is spam!](#)

The Fitness Mosaic

From: [REDACTED]
Sent: 18 June 2014 18:55
To: The Fitness Mosaic
Subject: Re: New classes + New summer timetable

Hi Jo,

I've noticed that on Tuesday next week the 7am class has been completely removed. I had thought that there would at least be one class at this time for those of us that cannot come later because of work. That is what I was told by members of staff.

Can you please let me know which days you plan not to start until 7.30?

It's such a shame to lose the 7am class, especially when the unlimited pass is already quite a serious financial commitment when class attendance is daily.

I appreciate that you're under a lot of pressure from all sides so am grateful for anything you can do to help.

Thanks,
[REDACTED]

On 13 Jun 2014, at 18:05, "The Fitness Mosaic" <jo.gilbert@thefitnessmosaic.com> wrote:

Hi there,

We wanted to drop you quick email to let you know of a few updates at The Fitness Mosaic.

We have two new classes on our timetable:

Prime Time Conditioning – A workout for the de-conditioned or those new to fitness: This is an opportunity to meet Maureen; a fabulous new addition to our team.

Mosaic Pump – A whole body workout using weights to burn calories and tone up.

Morning Classes:

We have had to amend the start time of some of our classes from 7:00am to 7:30am, particularly those which are reliant on music; due to demands placed upon us by Camden Council. I recognise this will be a disappointment as I have had many members asking me for earlier classes. I will be applying for the appropriate consent from the council in the coming weeks to allow us to operate with more flexibility according to our customers needs. These changes will be on timetable from Monday 16th June. We are looking to bring back our earlier classes by bring the silent disco concept into Mosaic. I am researching various suppliers of Bluetooth headsets to allow us to BRING BACK THE MUSIC!

Supervised HIIT:

Early morning supervised HIIT sessions. You will note on our timetable that our bootcamp, box and circuit classes have disappeared. Fear not! Our supervised gym sessions will still give you the high energy workout you need and want.

New instructors and new classes

Summer is coming! Over the coming weeks we are going to be bringing the number of classes down, however, we will be introducing some brand new and exciting classes to our timetable. We have pre and post natal classes starting with our Baby2Body programme, including Baby2Barre & Total Re-Core. There will also be additions to our HIIT programme with a fantastic functional workout called TACFIT. We are planning new classes to add to our aerobics studio, suggestions are always welcome.

Please use our online timetable to view the latest classes and take note of any changes in times or the instructor teaching.

To see the latest Equipment Pilates classes are please view the online schedule.

We will be in touch again very soon to let you know about other exciting changes to The Mosaic and as always we welcome any feedback you have.

Kind regards,

Joanna Gilbert

+44(0)7460152952

Twitter@fitnessmosaic

81 –84 Chalk Farm Road, London, NW1 8AR

www.thefitnessmosaic.com

<image001.png>

Text inserted by Panda IS 2014:

This message has NOT been classified as spam. If it is unsolicited mail (spam), click on the following link to reclassify it: [It is spam!](#)

Joe Proops

From: The Fitness Mosaic [jo.gilbert@thefitnessmosaic.com]
Sent: 30 June 2014 09:37
To: Joe Proops
Subject: FW: Spin class times changing due to noise restrictions

Joe

This is [REDACTED] email for us to send to the council.

xx

From: [REDACTED]
Sent: 27 June 2014 13:05
To: The Fitness Mosaic
Subject: Spin class times changing due to noise restrictions

Hi Joanna,

So sorry to hear that there's been problems with noise restrictions & the Spin classes I do have been moved to 7.30am instead of 7am.

This is proving pretty difficult for work reasons, are Camden open to monitoring the sound levels in the spin studio as I'm confident that if the instructors kept the music lower it would not affect the neighbours.

I can understand that having music at 7am at the top studio may disturb resident, however, they were fully aware of this when they purchased their flats next to Fitness First so it seems unfair they're now objecting? I strongly believe that the residents & Camden should give Mosaic a chance to start classes at 7am with low music levels. Please could you kindly pass my comments on?

Many thanks & best wishes

[REDACTED]

</

Text inserted by Panda IS 2014:

This message has NOT been classified as spam. If it is unsolicited mail (spam), click on the following link to reclassify it: [It is spam!](#)

Text inserted by Panda IS 2014:

This message has NOT been classified as spam. If it is unsolicited mail (spam), click on the following link to reclassify it: [It is spam!](#)
