

The Coronavirus has turned the whole world upside down; Newstyle is also seized by its impact and we therefore had to close our doors. Below you will find the most frequently asked questions regarding Newstyle, the coronavirus and your membership.

1. *When did Newstyle close?*

On March 15th, Newstyle had to close its doors in connection with the Coronavirus.

2. *Did Newstyle decide to close itself?*

No, that is what the government imposed on us. For us, and for our members, it was a force majeure situation.

3. *How did Newstyle announce the closure?*

We communicated the closure directly on March 15th on our website: www.newstylehealthcenters.com (under the heading news) and on social media.

4. *Online support to keep mobile. What can we offer you?*

We hope, of course, that we will be able to reopen as soon as possible. Until then, we are happy to facilitate you online. In the following ways, we offer you the opportunity to train with us at arm's length and ensure that you stay healthy and fit:

- More than [100 videos by our partner Les Mills](#)
- Via a [dozen own videos of your favorite instructors](#)
- Workouts of our instructors (live streams of past lessons)

5. *How does the government help Newstyle?*

Explicit plea from the Government to Pay Gyms

The Minister of Social Affairs, Wouter Koolmees "chief labour market", has **explicitly** called on us to pay the gyms throughout the mandatory closure. In an interview with the Algemeen Dagblad he said 'we as a government ensure that your salary is paid, then I hope that people take the responsibility to help others get through this difficult period'.

You can read the interview here: <https://www.ad.nl/ad-werkt/minister-koolmees-er-gaan-mensen-hun-baan-verliezen-ik-ben-niet-naief~ae1ab2c4/>

Most of our Members did not even need this clear and explicit call. In this most difficult period, you have the opportunity to continue to support us. We are very grateful for this! Your reactions are heartwarming!

We hope you follow the Minister's advise.

In addition, the government offers sports centers the opportunity to receive compensation for staff costs.

Furthermore, some funds have been made available to compensate for damages.

However, the compensation is by no means sufficient. In addition, sports centers are not compensated for lost turnover.

6. Why does Newstyle continue to collect the subscription fees?

Members have an agreement with Newstyle. Collecting the subscription fees is part of that. Because our members are currently unable to work out at our branches, we offer online services so you can stay fit. Newstyle also offers you compensation options.

How can I stay informed?

We will continue to inform you through our official channels:

- Website: www.newstylehealthcenters.com
- Facebook: [Newstyle Healthcenters](https://www.facebook.com/NewstyleHealthcenters)
- Instagram account: www.instagram.com/newstylehealthcenters/
- Mailings

7. Is Newstyle going to get through this crisis?

All companies in the Netherlands are struggling because of the coronavirus. That's certainly true of Newstyle. But: Newstyle is in good shape and therefore will overcome this crisis. Of course, it is important that you continue to support us as a member.

8. What happens to your employees, on call employees and self-employed staff?

Newstyle won't leave anyone out in the cold! In these most difficult times, Newstyle will make every effort to maintain employment. For this, we also appeal to the government. You can optimally support us by allowing the membership to continue and choosing the **Optimal Newstyle Support** compensation option.

9. Am I obliged to pay my subscription fees?

You have signed a contract with us. Despite the current circumstances, the normal legal rules are subject to the laws of undertakings.

10. I sent an E-mail but haven't received an answer yet.

Thank you for your message. We will respond to this as soon as possible. Because of the excessive pressure, you may get a delayed response from us. We sincerely apologize for this.

11. I cancelled my subscription. Which date do you use as the begin of the notice period?

Despite our delay in response, we will use the date on which we have received your cancellation. Moreover, we also apply the normal rules for terminations during this period.

If you cancel or have already cancelled by E-mail due to the uncertainties regarding the coronavirus, we ask you to opt for one of our compensation options.

You may also have a subscription that is no longer available so you have to make a different choice when you renew a subscription. We are happy to assist you in your choice through our member administration department. If your membership is already suspended this will remain valid.

12. Can I suspend my membership?

You have that possibility. This means that you freeze your membership and pay nothing for the period when the clubs are closed. If you already paid for the days we were closed, you will get those days for free after we reopen.

We kindly request you to choose one of the alternative compensation options.

13. If I choose the suspension option, can I still follow the group lessons at home?

If you remain a member, during the entire period when our clubs are closed, you will have free access to our online workouts that we offer through our website and the live stream group lessons given by our own instructors.

14. I have paid in advance

If you have paid in advance for a certain period of time, the duration of the subscription is extended in accordance with the period that Newstyle was closed.

15. What is the compensation proposal?

We offer you a total of 4 options:

Option 1. Optimal Newstyle Support

I will pay my membership fee and support Newstyle as long as government imposed closure is in place. I do not need compensation myself, but invest in my Newstyle club, employees and freelancers.

Option 2. Newstyle Support

1. I support Newstyle by continuing to pay 100% of my membership fee until you're open again. The effective date is March 16th 2020 until at least April 28th 2020. After opening, Newstyle may deduct the paid fee over this period in six monthly instalments as a deduction on my membership.
- I support Newstyle by continuing to pay 50% of my membership fee until you're open again. The effective date is 16 March 2020 until at least 28 April 2020. After opening, Newstyle may deduct the paid fee over this period in six monthly instalments as a deduction on my membership.

Option 3. Suspend (freeze) my subscription

My contract term is fulfilled : The period of March 16th, until we Newstyle opens its doors again I will not pay the membership fee. If the contract term is not yet fulfilled, the end date of the contract will be postponed with the number of days Newstyle was closed.

Option 4. Request our help

I am experiencing financial difficulties due to the current circumstances and paying any membership fee now would be irresponsible. I would like to discuss with Newstyle what my options are because I would like to continue to use the option to exercise at home through the online lessons you offer.

16. What are you doing now that Newstyle is closed?

[Our employees are working hard behind the scenes to clean the gyms](#), provide maintenance and of course update our administration. It may be that we contact you by phone via one of our employees.

Finally, not a question but nevertheless of importance:

Stress affects our immune system; Keep moving and let Newstyle help you by participating in our live streaming group lessons or Les Mills training sessions. More information can be found on our website www.newstylehealthcenters.com

Stay healthy and keep safe! **Team Newstyle**