

Good afternoon,

We wanted to extend a warm welcome to our new Jolt Fitness clubs. We acknowledge that the transition from Club Physical to Jolt Fitness has not been as smooth as it could have been and we want reassure you that we value your support and are committed to helping you achieve your fitness and well-being goals.

We apologise for any concern or confusion caused to you during the change-over.

We know that there is a lot of misinformation out there, and we wanted make sure you were across the facts.

First up, I want to reassure you that it is business as usual at our Botany Downs; Westgate and Three Kings clubs – your memberships have all been transferred to Jolt Fitness and you can continue to work out as normal in these three locations. You don't need to do anything, but next time you pop-in we'll have a new Jolt Fitness membership card waiting for you.

As background, on Friday 8, February we regrettably had to take steps to end our franchise agreements with Club Physical in Westgate, Botany and Three Kings because we believed the franchisor had not been meeting its obligations to us and that this was putting the future of the clubs - your clubs - in jeopardy. This wasn't a decision we took lightly, but we had to do this in order to offer you the best possible fitness experience. Subsequent to us cancelling the agreements, the franchisor has threatened legal action against us.

While we cannot comment further on this matter while a legal process is underway, we do want to reassure you that we are committed to offering you a best-in-class service and facilities and this move enables us to do this.

If you've been in over the last week, you'll already have noticed some positive changes. We've already introduced the internationally acclaimed RADICAL FITNESS Group Fitness system to our clubs to modernise our classes and to offer you more choice. All our instructors are accredited by RADICAL FITNESS and we know you're going to love the enthusiasm and inspiration that these instructors bring to their classes. Our new class timetables can be found on our website [www.joltfitness.co.nz](http://www.joltfitness.co.nz).

Rest assured, our priority is, and will continue to be, ensuring that you have a safe, friendly and state-of-the-art fitness environment in which to work-out, and we will continue to invest in our Clubs to ensure this is the case.

We are disappointed that this process is causing distress and confusion to some of you and we are anxious to resolve this situation as quickly as possible. We will keep you updated directly on any further developments as they arise.

If you have any specific questions or comments please contact me at [info@joltfitness.co.nz](mailto:info@joltfitness.co.nz).

Looking forward to seeing you at our Westgate, Botany Downs and Three Kings branches.

Yours sincerely

**Stuart Holder**  
**Director**