



The Wellness Company

Your Wellness Business Partner



Technogym for

EVERYONE ACTIVE COTSWOLD

Prepared by
Laura Simmonds



The Wellness Company

8/9/2020

Dear Ben Beevers,

Thank you for your interest in Technogym's products and solutions.

Please find enclosed our proposal, which we trust meets your expectations.

In order for this agreement to become binding for both parties, please be reminded that the document must first be signed by you and subsequently confirmed in writing by Technogym.

Should you require any further clarification, please do not hesitate to contact us.

Wellness regards,

Laura Simmonds
Technogym
lsimmonds@technogym.com

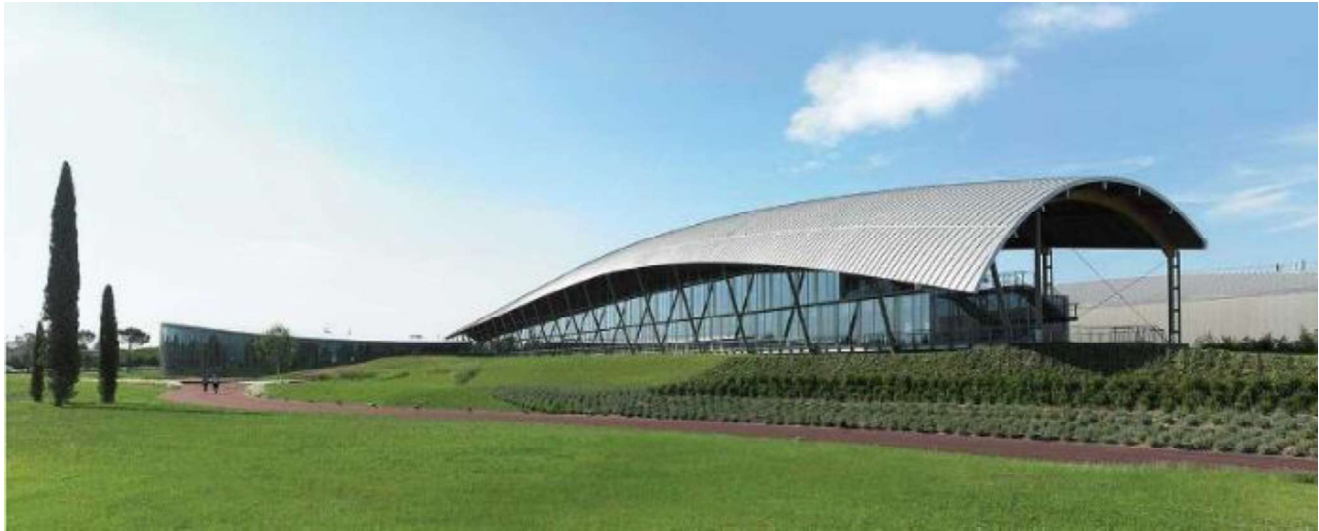
TECHNOGYM UK Ltd.

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Fax: +44 (0) 1344 300238
Vat Code : GB628385120
E-mail: UK_info@technogym.com



The Wellness Company

TECHNOGYM - THE WELLNESS COMPANY



Founded in 1983, Technogym is a world leading international supplier of technology and design-driven products and services in the Wellness and Fitness industry. Technogym provides a complete range of cardio, strength and functional equipment alongside a digital cloud-based platform allowing consumers to connect with their personal wellness experience anywhere, both on the equipment and via mobile when outdoors.

With over 2,000 employees and 14 branches in Europe, USA, Asia, Middle East, Australia and South America, Technogym exports 90% of its production to over 100 countries. More than 80,000 Wellness centres and 200,000 private homes in the world are equipped by Technogym. The company was the official supplier to the last 7 editions of the Olympic Games: Sydney 2000, Athens 2004, Turin 2006, Beijing 2008, London 2012, Rio 2016 and PyeongChang 2018.

Discover more: www.technogym.com



The year was 1983, body building's golden era, an era of hedonism. Technogym founder Nerio Alessandri was convinced that physical activity had an even greater value: the sine qua non for a person's wellbeing. Drawn by this intuition, with the help of his brother Pierluigi, he began to design and build innovative equipment inside the family's garage, thus laying the foundations of the Wellness Lifestyle.



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TECHNOGYM PARTNERSHIP



Technogym has earned a reputation in the world of sport for the exceptional quality, innovative technology and performance of its equipment. This achievement was also made possible thanks to product testing and fine-tuning with Olympic athletes during the last 7 Olympic Games. Over the years, many of the world's leading teams and athletes have chosen Technogym equipment to improve their performance, undertake injury prevention and for rehabilitation purposes.

OLYMPIC GAMES



FOOTBALL



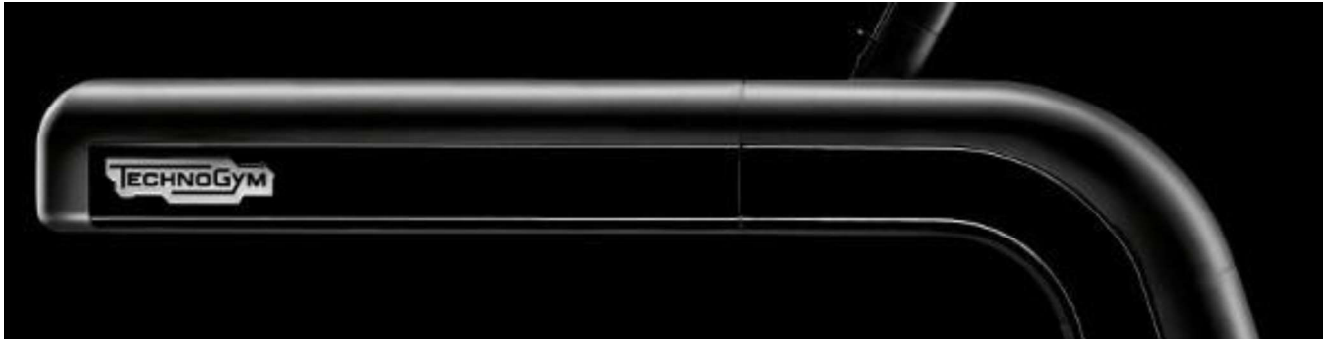
FORMULA 1





The Wellness Company

TECHNOGYM VALUE



EXCELLENT DESIGN

By choosing Technogym equipment, you can benefit from its undisputed quality in terms of functional and aesthetic design, as testified by some of the most prestigious design awards:



ONGOING INNOVATION AND TOTAL QUALITY

Our product portfolio is truly inspired by your business needs. This is the reason why we can offer the widest equipment range in the market featuring groundbreaking innovations that have set new benchmarks in the industry. Discover why our products are different:

- More than **200** products with over **400** international design and technology patents and **129** worldwide family trademarks
- More than **200** engineers, sport doctors, designers and software developers in our R&D Department, and **650,000** hours per year of intense product verification and validation
- ISO 9001** Quality Management System Certificate for product development and manufacturing processes, **ISO 13485** Quality Management System Certificate for Medical Devices, **ISO 14001** Environmental Management System Certificate for sustainable production, **OHSAS18001** Occupational Health & Safety Management System Certificate for employee wellbeing at work
- Product research developed in cooperation with **leading academic and scientific institutions**, such as:



UNIVERSITÀ
DEGLI STUDI
DI PADOVA



GLOBAL REACH

Wherever you are, you can make sure Technogym is at your side to support your needs:

- 14** branches and more than **70** exclusive distributors
- A worldwide community of **40,000** Personal Trainers
- A widespread technical assistance network with more than **1,000** professionals dedicated to supporting our products.



The Wellness Company

UNA "TOTAL WELLNESS SOLUTION" SU MISURA PER RISPONDERE ALLE TUE ESIGENZE



EQUIPMENT

To offer a complete range of innovative products featuring unique design, and provide training and entertainment solutions to meet the training needs and aspirations of all users.

APPS, DEVICES AND CONTENT

To offer your members a fully-engaging gym experience based on Wellness lifestyle management which helps you run your business more profitably.

PROGRAMMES & EDUCATION

To help you create the very best user experience with a tailored programme training offer based on individual needs, abilities and engagement.

FINANCIAL SERVICES

To provide advice and tailored financing solutions to make your acquisition simple and profitable.

AFTER SALES

To ensure the regular maintenance of your equipment and fast after sales support by means of dedicated service contract.

REMARKETING

To benefit from the highest evaluation of your installed base and make your investment in new Technogym equipment as convenient as possible.

MARKETING SUPPORT & BRANDING

To communicate and market your facility and programmes to attract new customers, retain existing ones and maximise the full the value of your investment.

INTERIOR DESIGN

To inspire people with an attractive and enjoyable environment in which training becomes an experience to savour.



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TECHNOGYM FOR YOUR BUSINESS: THE BENEFITS THAT MAKE THE DIFFERENCE

MORE ATTRACTION

We offer solutions that help you attract new members through a unique user experience and a host of marketing tools, training concepts, initiatives and needs-oriented programmes.

BETTER RETENTION

We can help you increase member loyalty and maintain excellent customer satisfaction thanks to our advanced Customer Relationship Management tools and unique equipment features.

MOST FAVOURABLE TOTAL COST OF OWNERSHIP

We offer you durable equipment that maintains the highest residual value in the industry over time.

SECONDARY REVENUES

We can help you create new revenue opportunities with dedicated personal and group training solutions and a fully segmented and customised user experience thanks to the mywellness® platform.



TECHNOGYM AFTER SALES

FOCUS ON YOUR BUSINESS

By choosing our best in class service and one of our complete service plan offerings.

Benefits of a service plan:

- Increase equipment uptime
- Extend the life of your investment
- Protect the value of your investment
- Avoid unexpected cost



LOCAL STRUCTURE AND PERFORMANCE



100
Certified Technicians



9
Call Center Agents



5
Regional Service Managers



£4M
In-country Spare parts stock



12
Sec. Phone response time



29,7
Hours time To service



95,7%
First time Fix rate

YOUR LOCAL SERVICE OPERATION

How to request onsite repair:

To report a fault with your Technogym equipment, please log in to the Customer Portal or contact our Service Support team by email or telephone. Please provide us with your customer number (Cxxxxx), the equipment Type or Model, Serial Number and a full description of the fault to help us respond to your request quickly. Photographs may also help us with identifying the nature of the fault your equipment has experienced.

E-Mail: ukservice@technogym.com
Telephone: 01344 823700 (operating hours 09:00 - 17:30, M - F)

How to order spare parts:

To order spare parts for your Technogym equipment, please contact our Service Support team by email, telephone or Fax. Please provide us with your customer number (Cxxxxx), the equipment Type or Model, Serial Number and Spare Part number (if known). Photographs may also help us with identifying the exact parts that you require.

E-Mail: ukparts@technogym.com
Telephone: 01344 300236 (operating hours 09:00 - 17:30, M - F)
Fax: 01344 823701

Service Contracts:

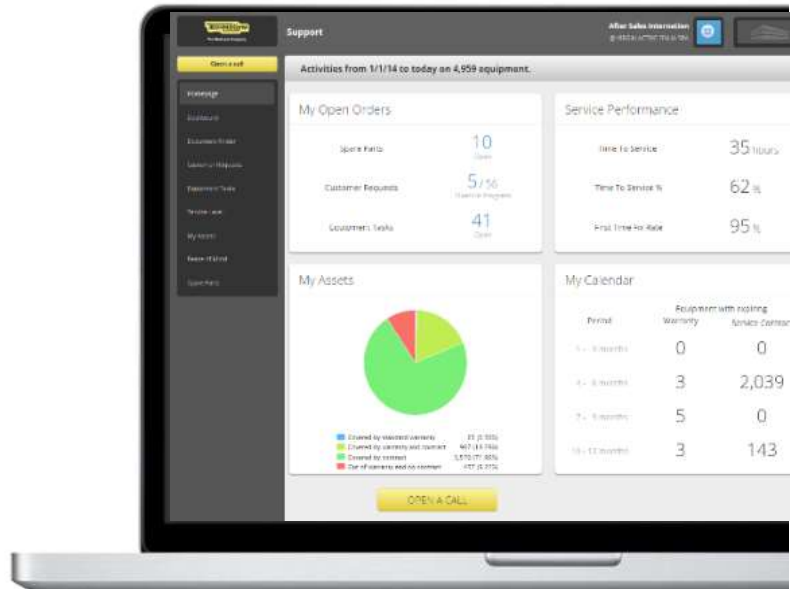
For all enquiries relating to Service Contracts, please contact our Contracts team. Our Contracts Advisors will be pleased to provide more information on the full range of service contracts we are able to offer, to give you peace of mind and the ability to keep your Technogym equipment in full running order.

E-Mail: ukservicecontracts@technogym.com
Telephone: 01344 300236 (operating hours 09:00 - 17:30, M - F)

TECHNOGYM AFTER SALES

TECHNOGYM E-SERVICES

- Create and follow the status of service activities
- Monitor asset usage and service performance metrics
- Monitor and manage equipment status



EXCLUSIVELY WITH TECHNOGYM

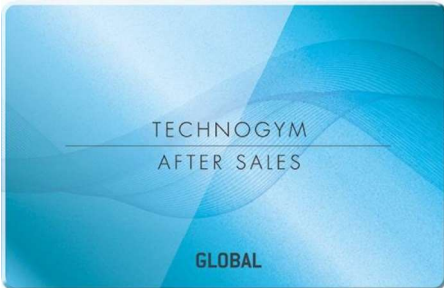
Protect your investment by using only official Technogym After Sales Services

	TECHNOGYM	OTHER
Genuine parts with 1 year warranty	YES	NO
Certified field service technicians	YES	NO
Complete tracking of service history from day 1	YES	NO
Certified software updates	YES	NO
Integration of assets into online reporting tool	YES	NO
Technical support from factory	YES	NO
Bespoke service plans available	YES	NO



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GLOBAL



PREVENTATIVE MAINTENANCE AND REPAIR

Designed to cover maintenance repair service, keeping equipment in top condition while efficiently managing costs.

BENEFITS OF THE SERVICE CONTRACT

PREVENTION

Service visits twice a year

CUSTOMIZED PAYMENT PLANS

Bespoke payment plan
With no surprises

TRANSPARENCY

Set of clear performance indicators with effective reporting available to the Technogym E-Services

COMPLETENESS

Callout, labour and spare parts included



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Service Contract

Summary of the elements included

Legend:

Standard equipment warranty Additional coverage available with the Service Contract Chargeable services, not included in the contract

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Preventative maintenance	Standard	Additional	Additional	Additional	Additional
Service level agreement	Standard	Additional	Additional	Additional	Additional
Travel and labour	Standard	Additional	Additional	Additional	Additional
Parts for repair	Standard	Standard	Additional	Additional	Additional
Parts subject to wear and tear	Chargeable	Chargeable	Chargeable	Chargeable	Chargeable

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Preventative maintenance	Additional	Additional	Additional	Additional	Additional

- > Two scheduled maintenance visits per year to maintain the equipment in excellent working condition.
- > Immediate repair during your scheduled service visit whenever possible.
- > Additional parts ordered for follow-up visit where necessary.
- > Service certificate issued following the service visit.
- > One maintenance visit only during first year.

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Service level agreement	Standard	Standard	Additional	Additional	Additional

- > The service contract extends the provision of the defined response time already included in the warranty, and offers the highest probability of an effective repair.

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Travel and labour	Standard	Standard	Additional	Additional	Additional

- > This element covers both travel and labour during contract duration when the standard manufacturer warranty ends.

	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5
Parts for repair	Standard	Standard	Additional	Additional	Additional

- > This element covers parts replaced during the contract when the standard manufacturer warranty ends.
- > No limitation on spare parts usage subject to fair usage of the contract*.
- > Genuine Technogym Spare Parts used for all repairs.
- > Covers, casings, aesthetic parts and part subject to wear and tear are excluded.



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PROPOSAL SUMMARY

CUSTOMER DETAILS

Customer name SPORTS & LEISURE MANAGEMENT LTD
Billing Address 2 WATLING DRIVE HINCKLEY Leicestershire LE10 3EY United Kingdom
Contact Ben Beevers
Telephone 01455890508
VAT Code GB485469690
Fiscal Code
Customer Code AC-088204

DESTINATION DETAILS

Address EVERYONE ACTIVE COTSWOLD CIRENCESTER LEISURE CENTRE
TETBURY ROAD CIRENCESTER JR GL7 1US GB
Customer Code AC-089272

PROPOSAL DETAILS

Technogym Ref. Laura Simmonds
 lsimmonds@technogym.com
Ref # Q-00067805 / 0001942741
 EVERYONE ACTIVE COTSWOLD - renewal quotes
Expiry Date 07/11/2020

LOGISTIC DETAILS

Pedestrian Zone	No	Drop off point distance to gym (m)	
Floor number of the gym	0	Doors min Dim L x H (cm)	
Suitable lift available	No	Ceiling min. height (cm)	0
Electricity available		Floor protection required	No
Phone contact	01666501086	Site inspection required	NO
Mandatory delivery date	NO	Road constraints	NO