

FREQUENTLY ASKED QUESTIONS (FAQs)

Why are you closing the clubs?

During the period of club closures which began on 18 March, we have taken time to review and reassess our business performance and strategic priorities. Like many businesses both in Malaysia and around the world, we have not been spared the economic impacts as a result of the Covid-19 pandemic. The key reasons which led us to this decision were mainly driven by the low foot traffic, both at the club itself and the general vicinity, as well as the substantial investments that will be required in order to sustain the club operations going forward.

When will the clubs be closed?

As we have been closed from 18 March 2020 due to the Movement Control Order, we will no longer reopen the club for business.

Where's the nearest club I could continue to train at?

There are also other CHI Fitness outlets in the Klang Valley that offer the same great service and facilities that you have been enjoying at The Scott Garden and Ikon. You may have heard about our recent ownership under Evolution Wellness Holdings, who also own Celebrity Fitness and Fitness First and have a portfolio of clubs within the Klang Valley area. Please do visit the relevant websites for more information. We will provide you with a list of alternative training options for you to select for your convenience.

I am on corporate membership, what options do I have?

The same applies as per the point above.

I have paid additional March dues but was unable to utilize in full due to the MCO. Do I get a refund?

Yes this amount will be refunded to you or we will provide you with alternatives to utilize the credit.

If I choose to cancel my membership, and decide to join CHI in future, do I need to pay a joining fee?

Yes, you are required to pay the relevant joining fee and choose the available membership plan at point of joining if you choose not to transfer your membership now.

What happens if I have remaining Personal Training sessions?

- If you choose to transfer to other clubs, you may continue your sessions at your new club with your trainer. This includes all CHi Fitness clubs and is also applicable at Celebrity Fitness clubs of your choice.
- If you choose to cancel your membership, we will offer you a refund for the balance sessions. Expired sessions are non-refundable.

What will happen to my regular group fitness instructors and personal trainers? Will they be transferred to other branches?

We will be making every effort retain our best talent within our network of clubs.

Whom should I speak to if I have further questions?

Kindly e-mail us at ask@chi-fitness.com or call us at 1300 222 348, Monday to Friday (9am – 7pm).