



What happened? 10 Fitness purchased 24/7 of Conway and will be opening up a “10 Fitness Express” at this West Conway location.

When will this take place? The facility will be closed for the month of December for renovations, then will open in January as a new 10 Fitness Express location.

If I’m a 24/7 member, can I keep the membership that I have, or do I need to join 10 Fitness? With rare exceptions, 10 Fitness will be honoring 24/7 memberships. Exceptions will be handled on a case by case basis.

If I’m a 24/7 member, what can I do during the month of December? You can use *any* of our nine 10 Fitness locations, including the main Conway location on Harkrider.

Can I switch to a 10 Fitness membership? Yes, you can switch to a 10 Fitness membership, and we’ll waive your joining fee. Or, alternatively, you can keep the 24/7 membership that you currently have.

What do I need to do to start using 10 Fitness Express? Come by our main 10 Fitness Conway location on Harkrider (across from WalMart), and we’ll get you set up in no time!

Will there be a change in the way that I am billed? Your payment method, amount, and draft date will not change. The only change you will see is that ABC Financial collects your payment instead of Twin Oaks.

When will I be able to make changes to my account? Your account will show up in our system by December 15, so after that date we will be able to make changes to your account. Between December 1 and December 15, you are welcome to come use our Conway facility on Harkrider as our guest. We will just have you complete our guest waiver each time you enter.

What is 10 Fitness Express? Whereas 10 Fitness facilities are huge and full of amenities, 10 Fitness Express is a smaller location with 24 hour keycard access and the basics: cardio, weight machines, light freeweights, and a stretch/ab area. Express clubs are designed to supplement our large clubs and give members convenient access to a 10 Fitness location no matter what part of town they find themselves in.

I’m currently a 10 Fitness member. Will I be able to use the new 10 Fitness Express? Yes. All 10 Fitness members can use the Express location. You will just need to come by the main Conway location on Harkrider to sign a new waiver.