

My wife and I paid up front as annual members of Fusion December 2019. (We have been members for many years).

With COVID 19 the centres closed in March and we were informed (after chasing) that our memberships would be extended for however long they remained closed.

We have had virtually no correspondence or updates from Fusion, other than last week saying they were preparing to reopen following the Government update, and said we would hear more shortly.

They did not open on 25/7 and to date we have heard nothing of the plans to do so?

My question is why are they asking for and receiving large sums of money to support them, but seemingly not doing all they can to generate well needed revenue?

Spending our money on a poorly managed operation is a waste, the cleaning and hygiene before COVID was very poor, this virus has just exposed their very weak operation.
The roof has been leaking for over a year with buckets on the stairs to catch the drips all this time!

How is it that Abbeycroft Leisure Centres are already back open from 27/7 and have kept their customers fully informed?

I do not want Fusion to fail, but see handing them large sums of money as totally the wrong thing to do, far better management would serve us all better.

Do not throw good money after bad without being really clear on what this will genuinely achieve.
Who is holding them accountable once the money is awarded, my understanding is they have already had £167k for April, May & June, what have they done with this money?

What will they spend the next £484k on over the coming months?

The staff are furloughed so the Government are paying for them!

Why are they not ready to reopen, they have had 4 months to prepare and make the necessary changes?

Surely it should be an absolute priority to get open again and give the best offer and service possible to maximise their turnover?

Steve & Jane Miller