

leisureopportunities

8 - 21 MARCH 2016 ISSUE 679

Daily news & jobs: www.leisureopportunities.co.uk

PT sex stats: Fitness needs an 'image change'

Efforts to professionalise the physical activity sector workforce have suffered a setback, with new statistics suggesting nearly 11 per cent of personal trainers have been intimate with their clients.

The survey of 1,000 regular gym users – carried out, bizarrely, by training provider Be a Better You – found that one in three find their personal trainer attractive. Of these, a quarter confessed to having shared a kiss with their trainer and seven per cent said that they had slept with them.

The findings were criticised by ukactive executive director Steven Ward, who said the survey showed a 'lack of respect' for the job roles in the sector at a time when serious initiatives are being implemented by the likes of CIMSPA to professionalise the workforce. However, Ward



Inappropriate relations between client and personal trainer is a topic rarely discussed

added that the sector's frontline staff need an 'image change' to alter public perceptions if they are to be considered 'part of a trusted group' of expert professionals in society.

"The physical activity sector will grow its reputation and bottom line by becoming a

respected part of the delivery of health and wellbeing and an expert resource for healthy living," Ward told *Leisure Opportunities*.

"The vast majority of trainers in our sector have the highest professional standards and we see this day in day out across the country, but there is still work to be done to change our wider social image and the premise of this survey proves that.

"Doctors, nurses and lawyers would be struck off for having an affair with a client, so we can't shrug this data as just a bit of a laugh."

Ward added that growing the capability of frontline staff for modern operating needs was one of the highest priorities for ukactive, which has consulted many operators on its forthcoming business plan. Details: http://lei.sr?a=f7Z7Z_O

Childhood obesity strategy further delayed

The government's long overdue childhood obesity strategy is facing further delays, with the document now not expected until after the EU referendum.

Although originally due in December 2015, the Department of Health (DoH) has confirmed that the strategy will not be published until the summer. The DoH said a 'sugar tax' is unlikely to feature in the government's plans, despite pressure from health charities and celebrity advocates such as Jamie Oliver. Continued on back cover

Merlin ends tough 2015 in the black

Merlin Entertainments has released its end of year results, showing generally robust earnings as pre-tax profits edged up 0.3 per cent, despite the immediate and ongoing fallout from the Smiler accident at Alton Towers last year.

News also broke on the same day (25 February) that Alton Tower's owner Merlin Attractions Operation Ltd is to be prosecuted over the accident, in which two people lost a leg and others were injured.

Merlin generated £1.28bn in revenue, up 2.3 per cent on the previous year's figure of £1.25bn and resulting in pre-tax profits of £250m, a 0.3 per cent rise. "Despite a challenging year, the business



New investments have helped boost revenues

delivered a robust performance in 2015. We continued to see a strong trading performance in Legoland parks and a positive contribution from new business development," said Merlin CEO Nick Varney. Details: http://lei.sr?a=b5b7w_O

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Leisure Opportunities is published 26 times a year by The Leisure Media Co Ltd, Portmill House, Portmill Lane, Hitchin, Herts SG5 1DJ, UK. The views expressed in this publication are those of the author and do not necessarily represent those of the publisher The Leisure Media Co Ltd. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by means, electronic, mechanical, photocopying, recorded or otherwise, without the prior permission of the copyright holder, Cybertrek Ltd. Printed by Warners Midlands PLC. Distributed by Royal Mail Group Ltd and Whistl Ltd in the UK and Total Mail Ltd globally. ©Cybertrek Ltd 2016 ISSN 0952/8210 (Print). ISSN 2397-2394 (Online).

SPORT

Boris approves £400m Spurs stadium

Tottenham Hotspur Football Club has confirmed that its proposed new stadium has received approval from the mayor of London Boris Johnson.

The decision is a significant step forward in the development of the planned 61,000-capacity stadium – designed by global sports architects Populous – which will replace the English Premier League side's existing White Hart Lane ground.

"This marks yet another major milestone for this vital and complex scheme and we are grateful to the mayor for his ongoing support," said club chairman Daniel Levy. "We remain focussed on completing the final stages of the planning process."

In addition to the stadium, 579 new homes, a community health centre and improved street infrastructure will all be created as part of a £400m scheme, which is called the Northumberland Development Project.

Spurs is also planning to establish an entertainment district around the ground, with plans in place for a 180-room hotel,



Johnson said the new stadium will 'provide world-class facilities'

an extreme sports centre, a "Sky Walk" adrenaline attraction on the roof of the stadium and a 'Tottenham Experience' – a permanent visitor attraction and museum charting the club's history.

Levy said the plans would "play a key role in kick-starting place change, bringing exceptional opportunities for the local community and wider stakeholders."

Planning permission from Haringey Council was granted in December 2015 and approval from the mayor's office was seen as the last significant hurdle for the club to overcome.

Details: http://lei.sr?a=h2z5g_O

Boggis: Brexit could hit sports funding

Leaving the European Union could increase the cost of sports equipment and limit access to sports funding for British organisations, according to Sport and Recreation Alliance chief executive Emma Boggis.

Boggis said that while it was difficult to quantify what a vote to leave would look like, she explained that potential tariffs on imports from the EU could increase the cost of goods, which could have a knock-on effect for participation in physical activity.

"Grassroots sport could be impacted on by the absence of any formally negotiated free-trade agreements," she told *Leisure Opportunities*. "We could see some form of tariffs on EU goods exported to the UK and vice versa, which would be expected to make goods including sportswear or sports equipment more costly."

"With the focus on driving participation, particularly amongst minority communities, the increase in costs could prove to be particularly unhelpful."

Boggis added: "In addition, the UK would find it much more difficult to



Grassroots sport could be affected by a Brexit, said Boggis

access EU funding streams designed to support sport, principally ERASMUS+ but also the EU Structural Funds."

ERASMUS+ – the European Union programme for education, training, youth and sport – offers study placements and grant funding, while universities, public bodies and national governing bodies can apply for Structural Funds for sporting and physical activity provision.

Details: http://lei.sr?a=K9y3H_O

Hoy backs talent-finder campaign

UK Sport and British Cycling have teamed up to launch a talent identification programme which aims to encourage promising athletes in other sports to take up sprint cycling.

Flanked by the most decorated British Olympian, Sir Chris Hoy, UK Sport head of performance pathways Natalie Dunman and British Cycling performance pathway manager Ian Yates unveiled the



Olympic legend Sir Chris Hoy helped launch the new campaign

initiative, which is targeting 15-21 year-old male and female athletes with the potential to be fast-tracked into the sport.

Launched last week at the Lee Valley VeloPark, the #DiscoverYourPower campaign aims to find individuals capable of competing at the Tokyo 2020 Olympics and beyond.

"If Great Britain wants to maintain its position in cycling we need to do everything possible to ensure we identify and develop the very best talent," said Dunman. "We know about 90 per cent of athletes will come

through the traditional pathway – through the club system – but we also know that system is not perfect and there are other opportunities to identify the other 10 per cent and bring them in sideways and develop them quite quickly."

UK Sport – alongside British Cycling and the English Institute of Sport – will run a series of assessment events in the coming months, looking for athletes from other sports with "physical attributes, tactical attributes and behavioural attributes."

Details: http://lei.sr?a=F9Q9n_O

Kate kicks off new tennis initiative

The Duchess of Cambridge, Kate Middleton, teamed up with Judy Murray last week to launch the latter's new Tennis on the Road programme.

A keen tennis fan, Middleton took to the court to help deliver a tennis-themed session to primary school children at Craigmount High School in Edinburgh. The Duchess joined the group to practice racket skills, bean bag tennis, balloon rallies, and relay races – fun activities designed

to develop the skills needed to play a complex co-ordination sport like tennis.

Tennis on the Road, which has also won backing from the Lawn Tennis Association (LTA), aims to grow the game from the grassroots up by increasing and improving the coaching workforce in Scotland.

Inspired by the types of games that Andy and Jamie Murray played when they were children, the initiative shows parents, teachers, coaches, students, volunteers and sports development teams how to deliver fun and engaging starter sessions to children and young teenagers.



(L-R) Judy Murray and The Duchess of Cambridge led the session

"We were thrilled to welcome The Duchess of Cambridge to our session in Edinburgh and hope that she found the afternoon useful and a lot of fun," said Judy Murray.

"Tennis on the Road is about inspiring and supporting parents, teachers, volunteers and coaches to increase participation and grow the game in their backyards or whatever space they have. You don't need a tennis court to get kids started. It's great to now have the LTA supporting the programme and I can't wait for another action packed year on the road."

Details: http://lei.sr?a=x4g3B_O

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Everyone Active lands Middlesbrough contract

Everyone Active has bolstered its footprint across the North East of England by winning a new 15-year contract to manage Middlesbrough Council's sports and leisure services.

The operator, which already manages facilities in nearby Sunderland, Ryedale, Redcar and Cleveland, will take charge of five sites when the contract starts on 1 April. These include Middlesbrough Sports Village, Rainbow Centre, The Manor Youth & Community Centre, The Neptune Centre and Middlesbrough Municipal Golf Centre, while Everyone Active will also manage the popular Run Middlesbrough events. Details: http://lei.sr?a=V2m8q_O



Xercise4Less CEO and founder Jon Wright

BGF takes investment in Xercise4Less to £20m

Xercise4Less has secured a new £7.6m funding round from its equity partner the Business Growth Fund (BGF), taking its total investment in the low cost gym chain to £19.7m.

BGF, which holds a minority stake in Xercise4Less, first invested in the chain in 2013 and has now pledged further funds to help finance the company's expansion.

Having last year been named among the among the 20 fastest growing private firms in the UK, Xercise4Less has reported its sales grew to £21.9m in the 12 months to July 2015, up from £12m the previous year.

The low cost operator has 35 gyms across the UK and CEO Jon Wright has set out plans to open a further 15 to 20 gyms in the next twelve months.

"Xercise4Less is an example of how an ambitious company can disrupt an established model," said BGF's Richard Taylor.

"Jon and his team have understood the market and the opportunity available to them and have used our growth capital to build a business of scale."

Details: http://lei.sr?a=x5S8j_O

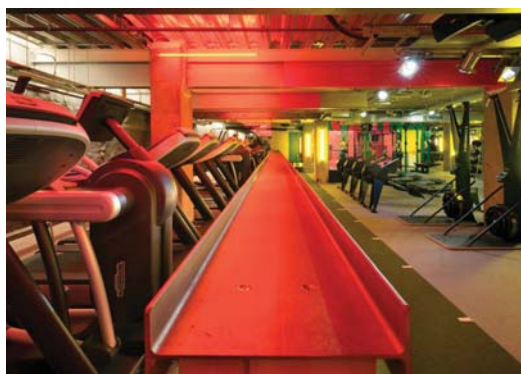
Gymbox in major London rollout

Hip London fitness chain Gymbox is planning to significantly grow its presence, with plans for four new locations across the capital this year.

Last month saw the launch of Gymbox Victoria – the chain's eighth site and its first south of the Thames – and Gymbox brand and product director David Cooper has told *Leisure Opportunities* that a further three sites are in the pipeline for 2016. He said one site would be in Chancery Lane, another would be south of the river, while a third location will be revealed shortly.

Cooper said the strong pre-sale for the Victoria site – which saw 1,600 memberships (out of a 2,000 capacity) already sold by the launch date – holds Gymbox in good stead for its forthcoming rollout. As part of the pre-sale campaign, Gymbox worked with digital consultancy Kaleidivision to set up digital screens outside of the gym, enabling sales staff to take members of the public on a virtual tour of the new facility, with added clips and content offering a flavour of the fitness proposition.

"We had an outstanding pre-sale for Victoria, which is partly down to the lack of clubs in the area but also down to the strength



The gym floor of the 14,000sq ft (1,300sq m) Victoria site

of the Gymbox brand, which is becoming well-known across London," said Cooper. "Whilst retaining the Gymbox DNA, all of our clubs are very different and their design (led by Ben Kelly Design) has evolved organically over time to reflect user preferences.

"Where once we'd try to cram as much kit as possible onto the gym floor, we're now leaving a lot more open space to facilitate the popularity of functional training."

Cooper added that the chain remains open to a number of other options for its format, including boutique offerings. Details: http://lei.sr?a=G6T6E_O

Third Space to ignite premium sector

Third Space CEO Colin Waggett has laid out ambitions for his new health club chain to become the standard bearer in London's "embryonic" premium health club sector.

In an interview with *Leisure Opportunities*, the former Fitness First and Psycle chief outlined his belief that despite the recent boom of boutique studios, there is still huge potential at the premium end of London's fitness market.

"Boutique is a word which is bandied around a lot, but just because a gym only does one thing doesn't necessarily make it boutique," said Waggett. "I actually think it's a very exciting time as there aren't many operators offering a premium club experience. For me, the top end of the market in London is still very embryonic and this presents a great opportunity for us."

Having recently relaunched Third Space Tower Bridge – formerly 37 Degrees – the chain is currently working with designers Sparcstudio and Goldstein Ween Architects to refurbish the entire Third Space estate, which includes clubs in Soho, Marylebone and Canary Wharf.

Waggett wants the chain's clubs to serve as a literal 'third space' between the home and the office, where well-heeled members can enjoy a 360 degree wellness journey.



Central to the chain's fitness offering is group-ex

"People always ask 'what's your USP?' but I'd say we're like your favourite restaurant in the sense that we don't just offer one particular specialty, but rather a fantastic all-round experience," said Waggett. "We're fusing best-in-class fitness equipment with an extensive group exercise programme and stylish design. We've looked at the fitness influences in the US boutique space for inspiration and combined that with the chic modern design you find in London's clubs." Details: http://lei.sr?a=R2h8s_O

Workout app primed for growth

Social workout app Fitssi is on a mission to connect more like-minded fitness fans and the company has outlined expansion into the US as its latest objective.

The app – which aims to offer added motivation by helping users find nearby workout buddies to spur them on – has been making waves in the UK since launching in April 2015 and now hopes to carry that momentum across the pond.

To that end, the company has brought on board new CEO Emily Stephens; recently exhibited at LA Fit Expo; and is now engaging with a number of US-based operators and social influencers.

Fitssi co-founder Chris Sweeney – a PT for nine years with Fitness First who came up with the app as a way to get his mum off the sofa – says the sheer size of the US market is a significant draw.

“Expansion to the US was based around our desire to scale quickly and build international validity,” Sweeney told *Leisure Opportunities*.

“The US market is much bigger and so are the problems of inactivity and obesity. LA Fit Expo was a great platform to seed Fitssi.”



Fitssi has recently brought on board new CEO Emily Stephens

Key to growth in the US will be the ability to attract investors. Fitssi is aiming to raise £150,000 in seed funding and Sweeney says the impending monetisation of the app – by adding an ‘Uber for PTs’ type function – will significantly increase its chances.

For new CEO Stephens, who has a background in business and nutrition, the support structure of the Fitssi app community means she thinks it’s especially appealing to women.

Details: http://lei.sr?a=T2A7Z_O

David Lloyd unveils new £10m health club

David Lloyd Leisure (DLL) has continued its expansion drive with the announcement of a new £10m health club at Rouken Glen in Glasgow.

Due to open in August 2016 next to Rouken Glen Park, the new site will be DLL’s 94th club and its third in Glasgow. It follows the official launch last month of the £9.3m DLL Newbury and announcement of a new club in Colchester (opening Autumn 2016), as the gym chain kicks on after its recent £350m sale and leaseback deal.

Construction company Pellikaan has already started work on the new 4,902sq m (52,765sq ft) club, which will feature tennis and sports facilities, an extensive fitness area with three indoor exercise studios, plus an 18-hole golf course and dedicated driving range. There will also be indoor and outdoor swimming pools, an indoor spa and spa garden, plus a zone for children’s activities.

The 510sq m (5,490sq ft) gym will be a focal point of the club and has been designed to “activate the senses” with a strong emphasis on technology and personal training. It will feature designated exercise zones centred around



The club is next to the picturesque Rouken Glen Park

functional training; sports performance; community; strength; cardio; and stretch. The gym will be supplied by the likes of Life Fitness, Octane Fitness, Wattbike and Woodway.

“We have been lucky enough to have secured a stunning location on the edge of Rouken Glen Park and it will provide the area with a fantastic club offering unrivalled facilities, services, programmes and expertise for members to achieve their health and fitness goals,” said DLL Rouken Glen’s new GM Willie Dunne.

Details: http://lei.sr?a=p4h2D_O

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Continuum earnings report shows major profit increase

Continuum Attractions has doubled its turnover in the space of two years, boosting profits 13 per cent, the company said.

The pre-audit annual accounts demonstrate revenues of £18m, thanks in part to the success of Coronation Street The Tour, which had more than 500,000 visitors during its April 2014 to December 2015 run.

Meanwhile, the London Stock Exchange included Continuum on its newly released report, 1,000 Companies to Inspire Britain.

"We own a unique space in the market place between theme parks and museums that no one else owns – and we do it successfully," said company CEO Juliana Delaney. Details: http://lei.sr?a=Y8f2T_O



HSD is handling exhibition design for the museum

Work starts on London's £26m Postal Museum

Work has started on a new heritage attraction in London, with the £26m Postal Museum to chronicle five centuries of communication history across Britain.

Now scheduled for early 2017, the Feilden Clegg Bradley Studios-designed Postal Museum has been financed through the Heritage Lottery Fund, Royal Mail and Post Office, in addition to support from a number of individual private donors and organisations.

Haley Sharpe Design (HSD) is handling exhibition design for the museum, which will incorporate varied digital interfaces and medias, along with a selection of artefacts and displays across five interactive zones telling the story of the people who worked for – and whose lives were changed – by the postal service.

One of the attraction's key features will be the transformation of a disused underground mail line – the Mail Rail – which is being converted to carry passengers through the 6.5m (10.5km) underground network of tunnels.

Details: http://lei.sr?a=p7y7q_O

'Reinvention' is the Guinness secret

Paul Carty, managing director of the multi-award-winning Guinness Storehouse, has said the constant reinvention has been the key to creating a highly successful business model for Ireland's most popular tourist attraction.

Designed by London-based Imagination in conjunction with Dublin's RKD, the attraction was created on the site of a disused grain storage building, which was subsequently transformed into an iconic hub for both Guinness and Ireland at a cost of £32m.

Since opening in 2000, the Storehouse has gone from strength-to-strength, with half of all visitors to Ireland now visiting the attraction annually.

"We reinvest every year," said Carty, speaking to *Leisure Opportunities*. "We always try to create a new area so we have a new story to tell. This helps us maintain our position as a must-see attraction for tourists and encourages repeat visitors."

One of the Storehouse's major investments was its new third floor, which opened in March 2015 and is dedicated to Guinness advertising. The result of customer



Paul Carty says that constant reinvention has been key

feedback, interactive displays bring classic Guinness campaigns to life dating from the modern day all the way back to the 1930s.

Design agency Love introduced several high tech features to the 1,500sq m (16,150sq ft) space, including a playable digital version of the brand's trademark golden harp and an 8m (26ft) high interactive Instagram wall to allow integration of social media into the space – something key for the Storehouse, which generates more than 350 million media impressions every year.

Details: http://lei.sr?a=z4D4j_O

Brexit: Museums would be 'worse-off'

With Britain's government having set a date for the referendum on whether the country should leave the European Union (EU), leading experts have warned UK museums could be worse off in the event of a so-called Brexit.

The EU currently funds a number of research and museum projects in the UK, as well as working with deprived areas on cultural regeneration projects through its regional development subsidies.

Museums Association (MA) policy officer Alistair Brown said that while most museum funding came from the UK, "large chunks" of EU money would be lost.

A range of funding options has long been available to the sector – and it's unclear what would happen to current bids from UK museums. Examples of attractions that have received money from the European Regional Development Fund in the past include the People's History Museum, the Imperial War Museum North and the National Football Museum in Manchester, the Bowes Museum in Durham, the



The National Museum of Football received £3.8m in EU funding

Collection Art and Archaeology Museum in Lincoln, Coventry Transport Museum, Shrewsbury Museum and Art Gallery and the V&A's Museum of Childhood in London.

"It seems unlikely that the government would invest more in culture if we left the EU, so the risks of leaving seem high," Brown added.

Brown also called on the museums sector to rise to the occasion of the referendum, which will take place on 23 June 2016, by engaging their communities in the arguments.

Details: http://lei.sr?a=ZzK5a_O

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HOTELS

Hotel set for secret WWII gold bank

Hotel and leisure group Principal Hayley have vowed to create a luxury landmark hotel inside the historic Liverpool bank building used to hide most of Britain's gold reserves during the Second World War.

The developers will spend £50m to transform the interiors of the Grade II listed neoclassical Martins Bank building into a five-star hotel, spa, bar and fine dining destination.

Full planning and listing has already been granted and construction will start on the project this year, with a potential opening in late 2017 or early 2018. The design team working on the conversion has not yet been revealed.

Tony Troy, CEO of the Principal Hayley Group, said the 227-room hotel will give the company an important presence in the heart of Liverpool, where there is currently no full service luxury hotel for leisure visitors.

He said: "Our development will become the jewel in the crown of Liverpool's hotel offerings and we'll be working with heritage



The Martins Bank – designed by Herbert Rowse – opened in 1932

experts to ensure our conversion is sympathetic to its historic and architectural features."

Joe Anderson, the city's mayor, said: "I'm pleased to see these new and ambitious plans for bringing another iconic Liverpool building back into use. It is an important landmark in the city's business district and its conversion to a destination hotel reflects the continuing strength of the city's visitor economy."

Details: http://lei.sr?a=G8P7c_O

Celtic Manor kicks off expansion

It's been a busy start to the year at Celtic Manor in Wales, with the resort launching a new fine dining restaurant just weeks after buying the nearby Hilton Newport.

The acquisition of the 148-guest-room property – for an undisclosed amount – bolsters the Celtic Manor portfolio, which also includes the main Resort Hotel, the Manor House, the Newbridge on Usk, and 10 luxury Hunter Lodges.

Celtic Manor plans to continue running Hilton Newport as a hotel, under a new name to be confirmed when contracts are completed at the end of March.

The property boasts a wide range of leisure amenities including a fitness room, swimming pool, spa bath, bar, lounge and restaurant. All hotel team members will be retained when Celtic Manor takes over the property.

"Occupancy at the Celtic Manor Resort is currently running at 90 per cent and there are many nights when we could easily exceed our capacity of 400 bedrooms," said Celtic Manor Resort CEO Ian Edwards. "The additional bedrooms at the newly-acquired hotel will help address our need for more



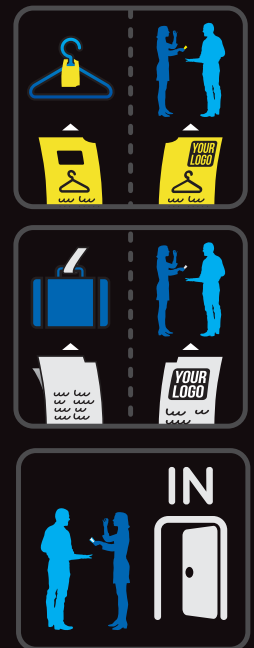
The Ryder Cup venue is adding greater capacity

accommodation across all our markets – conference and business, golf and leisure."

Meanwhile, the new Epicure restaurant has been unveiled at the main Celtic Manor Resort. Helmed by Michelin-starred chef Richard Davies – who worked in the kitchens of the original Celtic Manor Hotel as a teen before enjoying Michelin success alongside Gordon Ramsay and on his own – the restaurant will offer haute cuisine showcasing the finest local produce.

Details: http://lei.sr?a=M7q2f_O

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TOURISM

Regional tourism visits on the up

David Cameron's dream of driving more international visitors to England's regional tourism destinations is starting to become a reality, according to the latest figures from VisitBritain.

Initiatives to entice visitors to the UK beyond London have been a key focus for Cameron, who last year announced a five-point plan to boost regional tourism. This included the creation of an inter-ministerial group to co-ordinate government efforts in ensuring the right infrastructure is in place to boost regional tourism.

The latest regional tourism statistics show more international tourists are travelling across English regions than ever before, with average spend on the increase as well.

In the first nine months of 2015, visits to English regions outside London were up 7 per cent on the same period in 2014 to 11.7 million visits, setting a new record. Spending by international visitors across the regions was up 4 per cent to £5.8bn compared to the same period in 2014.

The number of international visitors travelling to the North showed especially strong growth in the first nine months of 2015, with visits to the North East up 23 per cent compared to the same period in 2014, and up 12 per cent in the North West.



David Cameron wants to boost regional tourism

"We invested £10m in 2015 to boost tourism in the North and these figures show that it is already making a huge difference, bringing more visitors to the area," said interim tourism minister David Evennett.

"A booming tourism industry supports local economies, brings job growth to the regions and helps cement their reputation as must-visit destinations."

Meanwhile, the number of international visitors travelling to the rest of England for business, and the amount they spent, rose 14 per cent to 3m visits and £1.4m in the first nine months of 2015.

Details: http://lei.sr?a=j6P9q_O

Cold Water Islands Conference is back

The importance of architecture and design in regenerating Europe's cold water islands will top the agenda at the second annual Cold Water Islands Tourism Conference this month.

Returning to Scotland's Isle of Arran from 14-16 March, the conference will build on last year's inaugural event that attracted some 100 practitioners and academics.

Based on the concept that cold water islands, particularly those in the North Atlantic, face common tourism opportunities and challenges, the conference has been set up to tackle strategies for economic growth using these countries' natural resources.

According to the European Commission's Blue Growth Strategy (2014), Europe's coastal and maritime tourism industry employs more than 3.2m people and generates €183bn of gross value added – representing one third of the total maritime economy and one third of all tourism businesses in Europe.

This year's conference features a programme of case studies, debates and discussions, alongside networking events taking place in some of Arran's iconic venues and celebrating the island's heritage and local products.

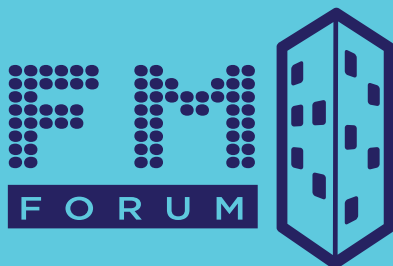


The event is held annually on the Isle of Arran

The Scottish government, through its tourism agency, Visit Scotland, is actively promoting design and architecture for developing tourism. Consequently, the organisers of this year's Cold Water Conference will explore how innovative approaches to design, art and architecture can positively enhance the visitor experience and help develop sustainable island tourism destinations.

Details: http://lei.sr?a=g6C4q_O

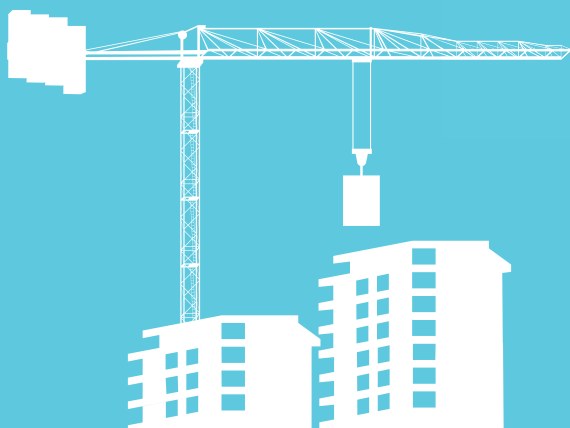
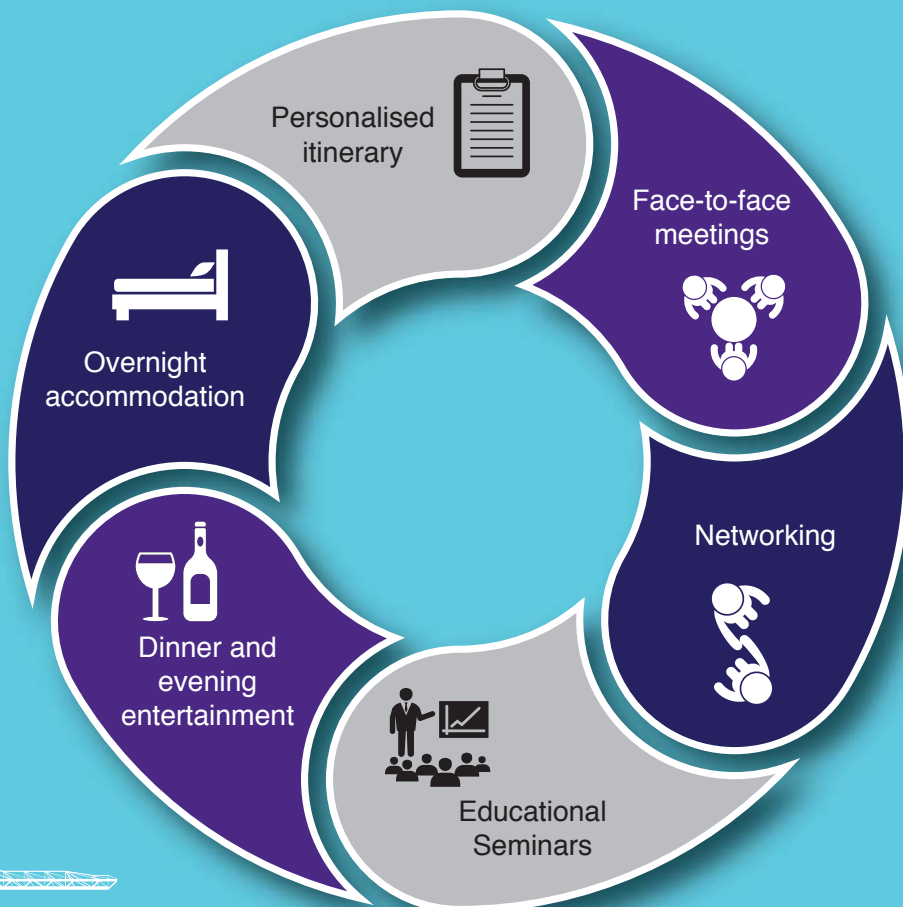
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IN PARTNERSHIP WITH:



Dealing effectively with complaints



GILL MORRIS
is partnership
director at Habia

Complaints! Why does the word send shivers down spines? Why do some react with fear and trepidation when a client says she has a complaint? How do you react as a consumer; do you complain or do you vote with your feet because you don't want to make a fuss? If you vote with your feet you're not giving the service provider a chance to put things right, they may not know that they, or their team, are doing anything wrong so therefore can't improve their service. As a service provider you'd want to know what is wrong, or perceived as wrong, wouldn't you?

How many complaints do you get from your clients? How many don't complain but vote with their feet or, even worse, tell others? In other words, how many opportunities to improve do you miss? Because that is what complaints are, opportunities to improve your business as the only people who can tell you how you can be better are your clients.

In a team, some members presume it is the manager's job to deal with complaints. If a complaint is dealt with appropriately then the 'damage' is much reduced because as consumers we know that if a service provider puts something right, and does so promptly, we actually feel better about them than we did before.

Therapists often make assumptions that all complainants are going to be ranting and raving, loud, red faced and unreasonable, when in fact that is far from the truth. If clients are dealt with appropriately, the act of complaining and dealing with that complaint can and should be a positive, win/win situation. The customer is satisfied and the business learns how to be better.

As stated earlier, complaints are opportunities to improve, so ensure systems are in place to record them but, as with all systems, they need to be used and the data analysed and acted upon; capturing complaints is only the start of the process. Complaints that are ignored, are like smoke that lingers in a room, the cigarette may be long gone but the effects continue.

'Caring' key to workplace wellness

Whether employees consider their companies to be genuinely caring about their wellness is key to boosting worker health and productivity, according to new research from the Global Wellness Institute (GWI).

At an event last month in New York, the GWI released two new pieces of research on the global wellness industry, which is estimated to be worth £2.4tn.

The first, *The Future of Wellness at Work*, looks at unwellness in the global workforce and forecasts how work and workplace wellness concepts will change in the future.

The paper explores the challenges of improving worker health when 52 per cent of the world's 3.4bn workers are overweight/obese and only 9 per cent have access to some form of wellness programme at work. The report estimates that the cost of unwell workers represents 10-15 per cent of global economic output.

It posits that workplaces of the future will primarily require qualities not replicable by machines (collaboration, creativity, empathy, constant learning, etc.) – which demand the highest level of mental and physical wellness – and explores how companies can work to foster greater engagement with workplace wellness schemes.



Workplace wellness schemes are set to expand

The second research paper, *Unlocking the Power of Company Caring*, gauges how employees feel about many aspects of their work culture and wellness programmes. The paper concludes that the pivotal factor in the success of workplace wellness initiatives is whether an employee identifies their company as "caring about their health/wellness" – when they did, their overall health and stress levels improved significantly.

The report goes on to analyse what constitutes "company caring" and how this differs among employees from different generations. Details: http://lei.sr?a=k4p8K_O

iamYiam blends biotech and wellbeing

A new biotechnology and wellbeing website, iamYiam.com, made its debut last month with a launch party at London's Victoria & Albert Museum. The company has an aim to change the face of the wellness industry – and an ambitious goal of enhancing the health and wellbeing of one billion people by 2025.

"While the wellbeing industry is huge...what is holding it back is the perceived sense of intangible benefits, an esoteric feel, a missing standard of quality and a very fragmented approach to access," said Lorena Puica, founder and CEO.

The company pitches itself as the 'Airbnb of Natural Health Experiences,' and brings leading practitioners of natural health – such as yoga, Pilates, acupuncture and reflexology – together with consumers, helping people choose the most appropriate experiences for their needs and goals. It has launched in London, but has plans to expand internationally later this year.

Wellbeing plans and advice are tailored to clients' needs based on genetic profiling, scientific recommendations and individual wellbeing goals. Customers can order a genetic profiling package



Lorena Puica, founder and CEO of the new website

online to fine-tune their biometrically balanced plan and then book the recommended experiences, and will also receive a personalised nutrition plan.

The company has built an algorithm based on more than 120,000 academic research papers and genetic markers, which helps pinpoint therapists best suited to an individual, depending on their requirements – whether it's sleeping better, reducing anxiety, or enhancing overall wellbeing. Details: http://lei.sr?a=X4jgh_O



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The project has leisure, retail space and a hotel

Reading FC eyes project around Madejski Stadium

A convention centre, leisure facilities and 600 new homes will be part of a mixed-use development being put forward for the site surrounding Reading Football Club's Madejski Stadium.

RFC Prop Co Ltd, a part-owned subsidiary of Reading FC, has submitted a planning application to Reading Borough Council for the development, named Royal Elm Park.

The proposed development will include 18,000sq m (193,750sq ft) of open space – 8,000sq m (86,111sq ft) of which will become a new public square – 2,000sq m (21,527sq ft) of retail, leisure and restaurant facilities and a hotel. RFC predicts the project will lead to the creation of 1,000 new jobs.

A 10,000sq m (107,639sq ft) park will be built to border the one, two and three bedroom homes to “establish a green ribbon” on the complex. Details: http://lei.sr?a=wsp5H_O

Women in Architecture survey reveals inequality

Gender inequality remains a significant issue in the architecture industry, according to a new survey of female architects working around the world.

The fifth annual *Women in Architecture* survey, published by the *Architecture Review*, shows that of 1,152 respondents, 67 per cent felt the building industry does not fully accept their authority because they are female and 72 per cent said they had experienced sexual discrimination, harassment or victimisation during their career.

The findings follow remarks by Zaha Hadid – who this year became the first woman to win the prestigious RIBA Gold Medal in their own right in the award's 168-year history – commenting on discrimination in the industry.

“I am judged a lot more harshly because I am a woman,” she told the BBC. Details: http://lei.sr?a=2g6p7_O

New £750m Shakespeare scheme

The Elizabethan theatre where William Shakespeare's ‘*Romeo and Juliet*’ and ‘*Henry V*’ were performed for the first time is at the centre of a new £750m mixed-use destination for London.

The historic remains of The Curtain Theatre, which dates back to 1577, were discovered buried three metres beneath a disused Victorian goods yard earmarked for development in 2011.

The Curtain was home to Shakespeare's Theatre Company and the Bard himself is said to have performed there in a 1598 production of Ben Jonson's ‘*Every Man in His Humour*.’

The historic discovery is the cultural centrepiece of the project, named The Stage, which is being masterplanned by British architectural practice Perkins + Will and developed by real estate firm Galliard Homes.

Remains and objects from the theatre found during the ongoing archaeological dig will be excavated, preserved and displayed at a new heritage centre, along with historical Shakespearean artefacts from other locations.



The centre will form part of one of London's largest cultural squares

Visitors will be able to walk above the excavation site via a glass platform and watch scenes from Shakespeare plays via augmented reality.

The centre will form part of one of London's largest cultural squares, which will be bordered by 400,000sq ft (37,000sq m) of mixed use space – including cafes, restaurants, shops, a performing arts pavilion and a 200-seat sunken amphitheatre.

The main construction works for The Stage will commence in April 2016 and the project is scheduled for completion by Q1 2019. Details: http://lei.sr?a=s7z6N_O

Brighton leisure complex moves ahead

The winners of the 2014 Stirling Prize, Haworth Tompkins, have replaced Frank Gehry on a multi-million pound project to create a modern sports and leisure complex in Brighton & Hove.

Plans to renovate the city's King Alfred site – a leisure centre “which no longer meets modern expectations and is expensive to operate” – were first mooted in 2005 when development company Karis proposed a £300m scheme designed by Gehry.

His vision for a multicoloured sports centre flanked by two crumpled, asymmetrical towers was hailed as visionary by some, and dismissed as ‘Tin Can Alley’ by its critics. The project was dropped in 2008 following the financial crisis.

A new procurement process to select a development partner was launched in October 2014 and Crest Nicholson were selected ahead of Bouygues – one of the developers of the new Battersea Power Station – in January 2016. Haworth Tompkins – best known for



Haworth Tompkins will masterplan the site and wider development

their Stirling-winning design of Liverpool's Everyman Theatre – will masterplan the site and the wider development, while LA Architects will design the sports centre and Willmott Dixon will construct the project.

The sports facility will feature an eight-lane swimming pool with a moveable floor and 352 spectator seats; a teaching pool and a 400sqm (4,300sq ft) leisure pool; a multi-purpose sports hall; and a gymnastics centre. Details: http://lei.sr?a=N3b4n_O

COMMERCIAL OPPORTUNITIES

The Vale of Glamorgan Council can now offer a number of significant opportunities for businesses and organisations to work with us at our two leading Country Parks.

1. Cosmeston Lakes Country Park / Medieval Village has over 250,000 visitors per annum
2. Porthkerry Country Park has over 100,000 visitors per annum

Both sites are key locations in the Vale of Glamorgan, Wales and within a short distance of Cardiff which is

- The capital city of Wales.
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- Has a City-region population of 1.6 million within 45 minutes of the City.

The opportunities to work with us and supply the services we require are as follows.

- A range of outdoor activities at the parks, on lakes and the sea.
- A variety of hospitality services and venues
- To create and develop our retail offering for our visitors
- To deliver a range of leisure events
- To produce a planned annual events schedule in line with our visitor profile

If you would like more information on the opportunities that exist use this link <http://bit.ly/1L8bWdP> or contact Marc Cross Commercial Opportunities Officer by email mscross@valeofglamorgan.gov.uk

We are particularly interested in knowing how you think you can work in partnership with the Council to meet our priorities, enhance the country parks and attractions and enhance the visitor experience .



Water-Based Leisure Attraction Site Long Lease For Tender Goodrington Sands, Devon, TQ4 6LN



Location: The Goodrington area, Paignton, is one of the principal holiday areas in Torbay, South Devon.

The Site: It is a beachfront location. The park includes 8 water rides, a swimming pool and 2 children's paddling pools.

Ground floor beach shop and takeaway, catering outlet, first floor restaurant with around 70-80 covers, separate catering outlets with offices above and a go-kart site.

Long lease for Tender: Rental offers for a maximum of 40 year lease are sought from an experienced, water-based, leisure attraction operator willing to invest, develop and operate a high quality, leisure attraction facility from this site.

Contact: For tender information please visit: <https://www.supplyingthesouthwest.org.uk/>

This tender is being run as a 2 stage process. Stage One tenders must be submitted in accordance with the criteria set out in the tender documents and are to be received no later than:

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'Invest more' in star instructors

Health clubs should invest more in star fitness instructors to reflect their value to the business and ensure the industry retains its top talent.

That's according to Les Mills UK CEO Martin Franklin, who says average rates of pay for star group exercise instructors – as well as investment in their training and development – have stagnated and need to be addressed.

"Although there are exceptions, most group exercise instructors are being paid what I was per hour 20 years ago, despite trainers today being streets ahead of what I was," Franklin told *Leisure Opportunities*.

"Great group exercise in gyms is the key to building lasting relationships beyond the simple membership transaction. The standout instructors who consistently drive participation need to be valued and rewarded."

Franklin, whose company Les Mills is the largest supplier of group exercise programmes in the world, believes the pivotal role instructors play in driving retention – particularly among the millennial market – means they should be a key focus for strategic investment.

Noting that the general rate of pay and staff development needs to be increased to meet the "wellbeing workforce" goals outlined in ukactive's recent Blueprint for an Active Britain, Franklin said the industry can find examples of how it should be done



Strategic investment in PTs is key, says Franklin

at both premium and local authority level.

"There are some companies out there who aren't Les Mills customers, but who we really admire in terms of their group exercise philosophy," he added.

"Brands like Equinox and Gymbox are meticulous over instructor quality and the experience they create for members, to ensure they have fun, get results and come back. I'd also cite Virgin Active and David Lloyd Leisure, with their blend of programming and investment in training their teams to deliver a great experience."

Details: http://lei.sr?a=B8Ssf_O

BMF Academy: Jobs for the troops

British Military Fitness (BMF) has launched a new training academy for fitness instructors and personal trainers, with the offer of "guaranteed employment opportunities to ex and serving military personnel."

The outdoor exercise provider's new academy will teach a variety of Level 2 and Level 3 certificates, as well as a new Level 4 award in strength and conditioning, with all courses recognised by Active IQ and endorsed by REPs. The BMF Academy will deliver courses in Edinburgh, London, Manchester and Birmingham and offers a unique blend of teaching methods, including practical in house training, workplace learning and one-to-one support with a personal tutor.

With 98 per cent of its workforce being ex-armed forces personnel, BMF has a particular affinity for those with a military background. Already a Ministry of Defence (MoD) approved supplier of careers to those leaving the forces, the company's new



BMF Academy trainers Mark Wood (left) and Andy Kay

academy will offer work as instructors at BMF outdoor fitness classes to those with a military background as soon as they graduate.

"We're so excited to get our new BMF Academy off the ground and to start training the next generation of fitness instructors," said BMF managing director Harry Sowerby.

"We will be aiming to provide the best training service in the industry."

Details: http://lei.sr?a=9S4d8_O

Q&A with Tara on new CIMSPA affiliate membership



TARA DILLON
is chief executive
of CIMSPA

What is CIMSPA affiliate membership?

It's the new alternative to REPs membership, which has been created in response to demand from the sector. Employers like the principles of REPs, but were frustrated by the quality of REPS-endorsed professionals coming through their doors. They asked CIMSPA to create a new register that would guarantee the quality of its members by ensuring they hold recognised qualifications delivered by training providers, which are endorsed by CIMSPA as having met stringent standards.

Who is it for?

The affiliate membership is for anyone with a Level 2, or above, qualification that has been awarded or delivered by CIMSPA-endorsed awarding organisations and training providers. Anyone currently on REPs automatically qualifies for CIMSPA affiliate membership.

Why join CIMSPA instead of REPs?

Employers are moving away from REPS and choosing the CIMSPA affiliate membership instead. Many have made it clear that they will look for CIMSPA membership when employing newly qualified professionals. This is starting to happen now, but it's a gradual process so there's no need to panic.

What are the benefits of affiliate membership?

Currently, if you're a PT, children's instructor and lifeguard, you could be paying membership for three registers. CIMSPA affiliate membership is all-encompassing; it's for anyone working in the sector. At £30, it's also cheaper than REPs. CIMSPA has support from government to set standards and operate professional membership for fitness professionals. CIMSPA also has wide support from industry and education bodies. Membership shows you are qualified to industry standards and that you are committed to ongoing development.



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GLL is the UK's largest leisure provider as well as being the first and largest leisure social enterprise. As a national organisation, we now operate in more locations than ever before and employ over 10,000 people, run over 230 leisure centres, pools and recreation grounds (including the London Aquatics Centre and Copper Box Arena in the Queen Elizabeth Olympic Park), as well as numerous libraries, children's centres, spas and events spaces. With all of these places and spaces, you'll gain experience like no other – and our success means that we're in an ideal position to train people for their own successful career in leisure.

This award-winning, intense two-year programme will give you training and real work experience in the leisure sector. Year 1 will see you learning the ropes in various front-line roles from Customer Service and Library positions to Fitness Instructor, Lifeguarding and Business Support. Year 2 will give you experience in supervisory roles. Throughout the scheme, you will complete vocational qualifications as well as studying for a CIMPSA-accredited leisure management qualification.

It goes without saying that you'll be bright, motivated and committed. The hard work pays off as many of our previous

Trainee Managers now hold senior positions within the company. Rest assured, you'll be supported and mentored throughout - and by the end of it, you'll have all the skills, knowledge and qualifications to start your leisure career with GLL.

If you have what it takes to be part of our 2016 intake, then find out more and apply now at www.glljobs.org and search for Trainee Manager Scheme



The Trainee Manager scheme helped us win 'Employer of the Year' at the 2014 Active Training Awards.



Join the largest gym in the UK.

If you think you've got what it takes to be a part of the PureGym family, we'd love to hear from you.

We're always on the lookout for talented new people who are full of energy, fun and have a passion for the fitness industry to join our rapidly growing team at over 130 gyms nationwide.

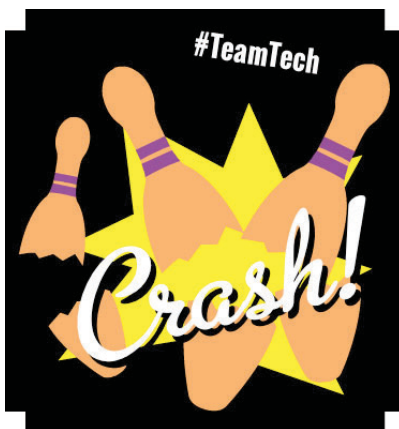
Our various positions include: Gym Managers, Assistant Gym Managers and Self Employed Personal Trainers.

We offer fantastic benefits packages, a generous bonus scheme and a fun and fast paced work environment to keep you on your toes, so **get in touch today.**

To apply simply visit the careers section at puregym.com



Sir Chris Hoy
PureGym Ambassador



BE ORIGINAL

That's what we are, as The Original Bowling Company. And that's what we like all our people to be - original.

BE AMBITIOUS

You'll notice it in everything we do. We love to see it in everyone who works with us. We'll help you get where you want to be.

BE FANTASTIC

The customer experience comes from everyone who works here. That's why there is no better place for a fun working experience.

BE HAPPY

There's a real buzz working with your team and being there for our customers. It's what makes everyone come back for more.

CURRENT JOB OPPORTUNITY

Regional Support Managers

£50,000 salary (OTE £70,000) plus great benefits

Are you an ambitious and driven multi-site Manager that aspires to work for a successful Leisure business?



The Original Bowling Company is a real success story. Our uncompromising focus on the customer experience, ambitious growth plan and technological innovation has enabled us to become the market leader in our sector. With our recent purchase of 11 Bowlplex centres and a continued growth plan, we are now recruiting for four Regional Support Managers to strengthen our operational team. With 54 Hollywood Bowl, AMF Bowling and Bowlplex Centres across the UK and an exciting future ahead of us, could this be the right time for your next career move?

About the role: As our Regional Support Manager you'll provide outstanding leadership, operational and business development support for 9 centres and around 300 team members. With annual sales on each region of £15m, you'll play an important part in encouraging and driving the growth of the region's sales and profitability.

If you're looking for a new and exciting role that gives you more variety, challenges and more opportunity than ever before, The Original Bowling Company is definitely the #Place2B

For more info and to apply go to: www.leisureopportunities.co.uk/jobs/hollywoodbowl

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For more details on the following jobs
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Trainee Duty Manager

Company: Parkwood Leisure
Location: Thatcham, UK

Sales and Retention Manager

Company: Bolton Arena
Location: Bolton, UK

General Assistant

Company: GLL
Location: Swindon, UK

Leisure Services Manager

Company: Center Parcs
Location: Bedfordshire, UK

Membership Sales Advisor

Company: Achieve Lifestyle
Location: Egham, Surrey, UK

Personal Trainer

Company: énergie group
Location: Various locations, UK

Recreation Assistant

Company: GLL
Location: Manchester, UK

Senior Fitness Instructor

Company: Bolton Arena
Location: Bolton, UK

Recreation Assistant x 6

Company: Parkwood Leisure
Location: Bexleyheath, UK

Recreation Assistant

Company: Parkwood Leisure
Location: Cardiff, UK

Leisure Assistant

Company: GLL
Location: South Bucks, UK

Fitness Class Instructor

Company: Ipswich Borough Council
Location: Ipswich, Suffolk, UK

Sports Assistant

Company: Everyone Active
Location: Bristol, UK

Climbing Leader

Company: Everyone Active
Location: Stratford - Upton - Avon, UK

Recreation Assistant

Company: GLL
Location: Various locations, UK

Personal Trainers

Company: The Gym Group
Location: Various locations, UK

Recreation Assistant/s

Company: Parkwood Leisure
Location: Penzance, UK

Customer Motivator

Company: Move GB
Location: Bath, UK

Membership Sales Advisor

Company: Énergie Group
Location: Andover, UK

Regional Activity Scout

Company: énergie group
Location: London, South East, UK

Sports Manager

Company: Aspire Sports & Culture Trust
Location: Gloucester, UK

Exercise Referral Instructor

Company: Parkwood Leisure
Location: Bristol, UK

Fitness Service Dev Officer

Company: Active Tameside
Location: Greater Manchester, UK

Lifeguard

Company: GLL
Location: Various locations, UK

Assistant General Manager

Company: The Gym Group
Location: Milton Keynes, UK

Operations Manager

Company: Aspire Sports & Culture Trust
Location: Gloucester, UK

Childcare Assistant

Company: Parkwood Leisure
Location: Bristol, UK

Commercial Manager

Company: Stoke-on-Trent City Council
Location: Stoke-on-Trent, UK

Referral Consultant

Company: Tonbridge & Malling LT
Location: Kent, UK

Outdoor Event Supervisor

Company: Big Bang Promotions
Location: Windsor & Maidenhead, UK

Fitness Instructor

Company: énergie group
Location: Forest Hill, UK

Senior Operations Manager x3

Company: Sport Aberdeen
Location: Aberdeen, UK

Parks Liaison Officer

Company: Stoke-on-Trent City Council
Location: Stoke-on-Trent, UK

Regional Sales Managers

Company: Matrix Fitness
Location: (Various locations, UK)

Public Sector Relationship Exec

Company: Matrix Fitness
Location: Staffordshire, UK

Key Account Relationship Exec

Company: Matrix Fitness
Location: Staffordshire, UK

Senior Recreation Assistant

Company: University of Brighton
Location: Brighton - Falmer, UK

Team Leader Lifeguard

Company: Everyone Active
Location: Various locations, UK

Project Specialist - Marketing

Company: Matrix Fitness
Location: Staffordshire, UK

Sales & Membership Advisor

Company: Legacy Leisure
Location: Oxford, UK

Fitness Instructor

Company: énergie group
Location: Banbury, UK

Fitness Instructor

Company: énergie group
Location: Leighton Buzzard, UK

Fitness Motivators

Company: Everyone Active
Location: Clevedon, UK

Dance and Studio Instructor

Company: Lifehouse Spa & Hotel
Location: Essex, UK

Duty Manager

Company: The Holbrook Club
Location: Horsham, West Sussex, UK

Duty Manager

Company: Everyone Active
Location: Shipston Leisure Centre, UK

Club Manager / Sales Manager

Company: énergie group
Location: Greater London, UK

Lifeguard/Sports Assistant

Company: Oxford University Sport
Location: Oxford, UK

Casual Receptionist

Company: Everyone Active
Location: Waltham Abbey, Essex, UK

Dry Side Leisure Assistant

Company: GLL
Location: Cambridge, UK

Membership Consultant

Company: Everyone Active
Location: Staines UK, UK

Gym/Club Team leader

Company: truGym
Location: Bromley, UK

Marketing Executive

Company: 360 sport and fitness
Location: Birmingham, UK

General Manager

Company: The Gym Group
Location: London Lewisham, UK

Fitness Manager

Company: YMCA East Surrey
Location: Surrey, UK

Club Manager of London Site

Company: The Gym Way
Location: London, UK

Senior Development Officer

Company: Northampton Leisure Trust
Location: Northampton, UK

Membership Advisor

Company: Legacy Leisure
Location: Windsor, UK

Watersports Manager

Company: The Parks Trust
Location: Milton Keynes, UK

Personal Trainer

Company: Pure Gym Limited
Location: Various locations, UK

Senior Ski Instructor

Company: Summit Indoor Adventure
Location: Selby, UK

Assistant Administrator

Company: University of Hertfordshire
Location: Hertfordshire, UK

Recreation Assistant

Company: Legacy Leisure
Location: Newbury, UK

Swimming Teacher

Company: Everyone Active
Location: Nuneaton, Warwickshire, UK

Health and Fitness Instructor

Company: University of Warwick
Location: Coventry

Sports Assistant

Company: University of Bath
Location: Bath, UK

Assistant Managers

Company: Summit Indoor Adventure
Location: Selby, UK

Climbing Instructors

Company: Summit Indoor Adventure
Location: Selby, UK

Ski Instructors

Company: Summit Indoor Adventure
Location: Selby, UK

Casual Lifestyle Advisor

Company: Active Tameside
Location: Greater Manchester, UK

Service Manager

Company: GLL
Location: City of Westminster, UK

Regional Manager

Company: Camping & Caravanning Club
Location: South, UK

Swimming Teachers

Company: Everybody Sport
Location: Cheshire, UK

Hospitality Manager

Company: Cheltenham Trust
Location: Cheltenham, UK

Assistant Regional Director

Company: Parkwood Leisure
Location: South East, UK

Beauty Therapists

Company: Thermae Bath Spa
Location: Bath, UK

Club Duty Manager

Company: Coastline LLC
Location: Jeddah, KSA

General Manager

Company: The Gym Group
Location: Colchester, UK

Assistant General Manager

Company: The Gym Group
Location: London Alpertown, UK

General Manager

Company: Jump Arena
Location: Luton, UK

Sales Consultant

Company: 360 sport and fitness
Location: Birmingham, UK

Senior Sales Consultant

Company: 360 sport and fitness
Location: Birmingham, UK

Climbing Supervisor

Company: GLL
Location: London, Swiss Cottage, UK

Seasonal Instructor

Company: Parkwood Leisure
Location: Merthyr Tydfil, UK

Partner Support Assistant

Company: Move GB
Location: Bath, UK

Fitness Apprentice

Company: Legacy Leisure
Location: Oxford, UK

Administration Apprentice

Company: Legacy Leisure
Location: Oxford, UK

Swim Teacher

Company: Everyone Active
Location: Stratford - Upon - Avon, UK

Swimming Teacher

Company: Everyone Active
Location: Basildon, UK

Swimming Instructors

Company: Parkwood Leisure
Location: Bexleyheath, UK

Membership Consultants

Company: Everyone Active
Location: Sarisbury Green, UK

Health Coach x 3

Company: Optima Health
Location: Various locations, UK

Level 1 and 2 Swim Teachers

Company: Brio Leisure
Location: Various locations, UK

Personal Trainers

Company: The Gym Group
Location: London, UK

Physiotherapist

Company: énergie group
Location: Fit4Less Cheadle Hulme, UK

Leisure Attendants

Company: Brio Leisure
Location: Various locations, UK

Football Development Officer

Company: GLL
Location: Islington, UK

Head of Facilities Development

Company: ASA
Location: Loughborough, UK

Sales Manager

Company: énergie group
Location: Old Street, UK

Recreation Assistant

Company: Everyone Active
Location: Fareham, Hampshire, UK

Front of House Receptionist

Company: Everyone Active
Location: Stratford - Upon - Avon, UK

Sales Manager

Company: énergie group
Location: Long Eaton, UK

Finance Placement

Company: Parkwood Leisure
Location: Taunton, Somerset, UK

Gym Supervisor

Company: 360 sport and fitness
Location: Birmingham, UK

Reception Team Leader

Company: 360 sport and fitness
Location: Birmingham, UK

Gym Instructor (Multiple posts)

Company: 360 sport and fitness
Location: Birmingham, UK

Level 2 Swimming Instructor

Company: 360 sport and fitness
Location: Birmingham, UK

Receptionist Multiple posts

Company: 360 sport and fitness
Location: Birmingham, UK

Sports Assistant (Multiple posts)

Company: 360 sport and fitness
Location: Birmingham, UK

Personal Trainer

Company: Xercise4Less
Location: Nationwide, UK

General Managers

Company: The Gym Group
Location: London Lewisham

Impact Sales Consultant

Company: Xercise4Less
Location: Various, UK

Membership Consultant

Company: Xercise4Less
Location: Shrewsbury, Stoke, Newport

Sales and Marketing Manager

Company: Xercise4Less
Location: Various locations, UK

General Manager

Company: Xercise4Less
Location: Various locations, UK

GP Exercise Referral

Company: Focus Training
Location: Nationwide, UK

Become a Personal Trainer

Company: Focus Training
Location: Nationwide, UK

Beauty Therapist

Company: Center Parcs Ltd
Location: Wiltshire, UK

Spa Therapist, part time

Company: Wildmoor Spa & Health Club
Location: Stratford-upon-Avon, UK

Beauty Therapist

Company: Center Parcs Ltd
Location: Bedfordshire, UK

Qualified Spa Manager

Company: Tone Leisure
Location: Taunton, Somerset, UK

Assistant Spa Manager

Company: Hoar Cross Hall Hotel
Location: Burton upon Trent, UK

Spa Manager

Company: Hoar Cross Hall Hotel
Location: Burton upon Trent, UK

Spa Therapist

Company: Hamilton Princess Hotel
Location: Hamilton, Bermuda

Spa Therapist

Company: Whittlebury Hall Hotel & Spa
Location: Northamptonshire, UK

Tutor Beauty Therapy

Company: The Training Room
Location: Nationwide, UK

Spa Therapists

Company: Lifehouse Spa and Hotel
Location: Essex, UK

Duty Manager

Company: The Look Out Discovery Centre
Location: Bracknell, Berkshire, UK

Events and Cultural Development Officer

Company: Arun District Council
Location: Bognor Regis, UK

Project Finance Manager

Company: Merlin Entertainments
Location: Shanghai, China

Visitor Experience Consultant

Company: National Trust
Location: Hardwick Consultancy Hub, Chesterfield, Derbyshire, UK

Visitor Experience Consultant

Company: National Trust
Location: Hardwick Consultancy Hub, Chesterfield, Derbyshire, UK

Duty Manager

Company: Castle Howard
Location: York, UK

Sales & Reservations Assistant

Company: Castle Howard
Location: North Yorks, UK

Guest Experience Host

Company: Sea Life
Location: London, UK

Technical Supervisor

Company: The Eye Brand
Location: London, UK

Commercial Sales

Operations Coordinator

Company: The Eye Brand
Location: London, UK

Hylands Events and New Business Coordinator

Company: Chelmsford City Council
Location: Chelmsford, UK

Retail Assistant (Full Time)

Company: Shrek's Adventure
Location: London, UK

Public Relations Manager

Company: Merlin Entertainments
Location: New York, United States

Restaurant Manager

Company: Summit Indoor Adventure
Location: Selby, UK

Food and Beverage Assistant

Company: Parkwood Leisure
Location: Sidcup, UK

Colouring Assistant (6 Month Maternity Cover)

Company: Madame Tussauds
Location: London, UK

Assistant Management Accountant

Company: Shrek's Adventure
Location: London, UK

Advertising and Research Executive

Company: Legoland
Location: Johor, Malaysia

Centre Manager

Company: The Look Out Discovery Centre
Location: Bracknell, Berkshire, UK

Wax Technician

Company: Madame Tussauds
Location: London, UK

Rides and Attractions Maintenance Manager

Company: Legoland
Location: California, United States

Attraction Host

Company: Madame Tussauds
Location: London, UK

Retail Operations Manager

Company: Legoland Discovery Centre
Location: Chicago, United States

Marketing and Operations Manager

Company: Merlin Entertainments
Location: Chessington, UK

Chef

Company: Parkwood Leisure
Location: Merthyr Tydfil, UK

Countryside Business Manager

Company: Eastleigh Borough Council
Location: Eastleigh, UK

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Hirst designs 'medical restaurant'

A medical-themed restaurant designed by Damien Hirst opened at London's Newport Street Gallery late last month.

Hirst has collaborated with chef and restaurateur Mark Hix to open Pharmacy 2, with a plan to serve British and European dishes to visitors at the Vauxhall gallery – which was designed by architects Caruso St John and opened in October 2015 to house Hirst's personal art collection.

The restaurant features Hirst's own artistic creations, some of them familiar from his previous shows, including his 1980s Medicine Cabinets and his more recent butterfly kaleidoscope paintings. Exploring the artist's interest in science, through medicine and pharmaceuticals, the new site also features etched glass windows depicting DNA strands and individually crafted pill designs embedded into the marble floor and leather banquettes.

"Pharmacy 2 combines two of my greatest passions; art and food," said Hirst. "I've always loved Mark as a chef and his approach to food, so it's great we're working together on this."



Hirst is launching the restaurant in collaboration with chef Mark Hix

The restaurant's unusual name is a reference to the artist's 1992 installation Pharmacy, which was first shown in New York, and the Hirst-designed Pharmacy Restaurant & Bar which was open from 1998 until 2003 in London's Notting Hill.

Hirst art works have recently been used in another London eatery: Sexy Fish in Mayfair. The artist created a pair of bronze mermaids to decorate the lavish seafood restaurant, which is run by the British developer Richard Caring.

Details: http://lei.sr?a=d9Q4U_O

Childhood obesity strategy delayed

Continued from front cover

As well as the government's childhood obesity strategy not set to include a 'sugar tax,' *Leisure Opportunities* understands that physical activity will not play a prominent role in the childhood obesity strategy.

It is thought that the government considers provisions for tackling inactivity to have been covered by the recently published sports strategy, which saw Sport England's remit broadened to increasing participation among those aged five and over.

News of the delay and likely omission of a 'sugar tax' was met with dismay by health bodies. Citing evidence from Cancer Research UK suggesting a tax on sugary drinks could reduce UK obesity rates by 5 per cent in 10 years, Royal Society for Public Health CEO Shirley Cramer



Jamie Oliver has been calling for the introduction of a sugar tax

described the omission as "hugely frustrating."

"Childhood obesity is a time bomb on which the clock is ticking, set to wreck the future health of our children and the sustainability of our NHS," she said.

Details: http://lei.sr?a=K5W8h_O

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