

3d Wey Valley Customer Experience

Step	Abbreviation	Bronze	Silver	Gold	Platinum
Initial Consultation	IC	*	*	*	*
Lifestyle & Medical Questionnaire	LQ	*	*	*	*
Blood Pressure Check	BP	*	*	*	*
Induction Checklist	IND	*	*	*	*
Initial Assessment	ASS	1	*	*	*
Body Metrics	BM	1	*	*	*
MYZONE Set Up & Assessment	MZA			*	*
Fitness Tests	FT	£	*	*	*
Report	REP	£	*	*	*
Programme	PRO	1 G	*	*	*
Write Personal Programme	WP		*	*	*
Programme Meeting	PM		*	*	*
PDF E-mailed on completion	PE		*	*	*
Enhancements			*	*	*
Access to Virtual Studio Classes			*	*	*
MYZONE MZ-3	MZ3			*	
MYZONE MZ Switch	MZS			£	*
Weekly 30 min 1-to-1 Sessions x12	121			*	*
Small Group Personal Training	SGPT				*
New Joiner Check Ins					
2-week New Joiner Call	2WC	*	*	*	*
4-week Courtesy Call	4WC	*	*	*A	*A
Weekly Check Ins at SGPT	1WC				*
Reviews			*	*	*
Review Assessments	RA	£	8 wk	4 wk	4 wk
Lifestyle & Medical Questionnaire	LQ	£	*	*	*
Blood Pressure Check	BP	*	*	*	*
Body Metrics	BM	£	*	*	*
MYZONE Assessment	MZA			*	*
Fitness Tests	FT	£	*	*	*
Report	REP	£	*	*	*
Repeat Programmes After Review	PRO	£	*	*	*
Key					
Included	*				
Once Only	1				
Generic Programme	G				
Chargeable	£				
Included after Initial 12-week period	A				