

Frequently Asked Questions – Southend – Chase Sports and Fitness Centre – updated on 26-Jun-25

Chase High School welcomes the local community to take advantage of its leisure facilities for hire.

The school is excited to announce that its facilities for use by the community during evenings, weekends and school holidays will continue to open from 1 July.

We are currently working on the mobilisation of a new lettings' platform, which will be rolled out for use by all hirers to facilitate both regular and ad-hoc bookings.

In the meantime, we are keen to ensure a smooth transition for all hirers from the current provider.

If you would like to continue to use the facilities at Chase High School after 30 June, please contact us on the following email address: lettings@chasehigh.org.

We have also produced a set of Frequently Asked Questions, which we hope will cover any queries that you may have. We look forward to welcoming you to Chase High School in the near future.

When will the transfer of operator to the school happen?

The transfer from Fusion Lifestyle to Chase High School will commence on Tuesday 1 July 2025. Customers will see lots of improvement works during this period, including repairs, maintenance, and cleaning. Any disruption to customers will be kept to a minimum.

What does this change mean for me?

You will see some changes over the coming weeks, including a temporary booking system and also some building improvements. Access to the site in the daytime will be reduced, but customers will still be able to use the facilities during evenings, weekends and school holidays from 1 July.

Are the staff/instructors going to be the same?

The school will have its own staff to manage bookings and the facilities now, rather than an external company. All current instructors, who book the facilities to deliver their classes, will still be able to do this and offer their classes during community use hours.

Will the telephone number and email address stay the same for the Centre?

As of 1 July 2025, the Chase Sports and Fitness Centre in Southend will no longer appear on Fusion Lifestyle's website.

Information about the facility will be hosted on the school's website – (www.chasehigh.org) and the telephone number is 01702 354441.

Can I still use the gym facilities at the Centre?

There will no longer be a community gym facility at the Centre. However, you can still use the facilities on offer during community use hours. Our facilities for hire include:

- Sports Hall (four courts);
- Upper Gym (two courts);
- Aerobics Studio;
- Netball Courts and Sports Field.

What will happen to my membership as a Chase member?

Your membership will be automatically cancelled by Fusion Lifestyle from 30 June 2025. For members, whose payments are taken on the 1st of the month, your membership will be cancelled as of the 30th, and no further payments will be taken.

For members, whose payments are taken on the 15th of the month, you will automatically receive a pro-rata refund for the remaining time after your membership ends.

What if my membership allows me to use other centres?

If your membership allows you to use other centres, you will have already received another email from the outgoing leisure provider Fusion Lifestyle, explaining your options.

What is happening to the other centres in the Southend contract?

The other three centres in the Southend contract, Belfairs Swim Centre, Shoeburyness Leisure Centre and Southend Leisure & Tennis Centre, will be transitioning to a new provider, Freedom Leisure, on 1 July. More information can be found here:

- <https://www.freedom-leisure.co.uk/belfairs>;
- <https://www.freedom-leisure.co.uk/shoeburyness>;
- <https://www.freedom-leisure.co.uk/southend>.

Can I be transferred to one of the other centres?

Your membership will be automatically cancelled from 30 June 2025. If you wish to sign up to access one or all of the Southend centres run by Freedom Leisure, please contact the centres directly.

I'm booking activities, what do I need to know?

You will no longer be able to book activities through Fusion Lifestyle and access to the Fusion Lifestyle app has stopped. All future booking enquiries will now need to be made through Chase High School – please email lettings@chasehigh.org or telephone 01702 354441.

I have a customer service question, who do I contact?

Fusion Lifestyle is responsible for customer service issues up to the end of June, and its aim is to ensure that all questions and queries are looked after. However, after Fusion leaves all Southend centres, you will still be able to contact the company to resolve any outstanding issues - please email Fusion's customer service team at southendrefunds@fusion-lifestyle.com.

I have a cashless credit on my Fusion Lifestyle account

Cashless credits are prepaid credits on your account that allow you to pay for sessions when booking. Please note, these will be honoured until 30 June and will not transfer to your Freedom Leisure account. Any cashless credit left after 30 June will not be refunded.

What activities can I do at the Chase Sports and Fitness Centre?

You can hire the following areas – Sports Hall (four courts), Upper Gym (two courts), Aerobics Studio, Netball Courts and Sports Field.

What times will the Chase Sports and Fitness Centre be open?

From 1 July 2025, the new opening hours will be as follows:

Monday	18.00 – 21.00
Tuesday	18.00 – 22.00
Wednesday	18.00 – 21.00
Thursday	18.00 – 22.00
Friday	18.00 – 21.00

Saturday 09.00 – 12.00

Sunday 08.00 – 16.00

Will the hours of community use increase during school holidays?

Yes, during school holidays, facilities will be available to hire during the day, as well as of an evening and weekend.

How do I make a booking?

Please contact lettings@chasehigh.org.

I run a local community club and we're looking for facilities to hire, how do I get in touch?

Please email lettings@chasehigh.org in the first instance.

How far in advance can I book?

This is currently under review, but certainly until the end of August, after which we will move over to our new booking system. Regular hirers will be advised of the new process nearer the time.

What are the T&Cs for cancellations?

Booking T&Cs are available on the school website under Lettings.

I am a regular badminton player at Chase Sports and Fitness Centre, will I still be able to book a badminton court and play there?

Yes, you will be able to continue to play badminton at the Centre – please contact lettings@chasehigh.org to make your booking. As mentioned earlier, there won't be a membership model from 1 July, but you can make a block booking, which we will invoice you for. Pay as you Go will not be available initially.

Will the Centre have a new website and new social media channels?

Bookings can be made via the SchoolHire platform from September. Before this time, please use the lettings@chasehigh.org email address to arrange your bookings. Your patience is very much appreciated during this time.

Will the Centre be closed at any point during the transfer?

No, we are not envisaging any closures. However, essential maintenance works are taking place in some areas, and we will inform regular hirers of these works, moving bookings to alternative areas, where possible.

I have a regular booking at the Centre, will this be affected by the transfer?

No, your details will be passed across to us along with any advance bookings already in place. If you wish to contact us, please email us at lettings@chasehigh.org and a member of the team will be able to assist you with your enquiry.

Will the prices change as a result of the transfer?

There are no plans to adjust current prices, but the school reserves the right to review and adjust bookings annually.

Car parking is currently free, will this continue with the school?

Yes, this will continue at the point of transfer.

I am keen to give you feedback on the Centre, how do I go about this?

Please email lettings@chasehigh.org.

I'm interested in working for the Chase Sports and Fitness Centre, what can I do?

All vacancies, including those for Chase Sports and Fitness Centre will be advertised on the school website as well as on the Discovery Educational Trust website in the near future.

I used to use the Centre in the day. I'm unable to travel into Southend to make use of the other three main leisure centres, what shall I do?

We have produced a list of local facilities and opportunities within the immediate and surrounding area for those customers who enjoyed daytime access at Chase Sports and Fitness Centre. Please refer below detail.

Physical Activity Provision near to Chase Sports and Fitness Centre

This list shows physical activity provision in the Westcliff, Eastwood and Leigh areas of the city.

Venue and Contact Details	Offer	Any Similar Replacement Provision
	Fitness Sessions	
Leigh Community Centre, 71-73 Elm Road, Leigh Book a Class - Zumba and Aerobics Classes	Zumba fitness sessions	Yes
The Haven Community Hub, Hamlet Court Road, Westcliff Age Concern Southend - Supporting older adults in Southend enquiry@ageconcernsouthend.co.uk 01702 345373	Various sport, social and fitness sessions held throughout the week and at weekends	Yes
Balmoral Centre, Westcliff Homepage - Active Life info@activelife.uk.com 01702 567327	Fitness sessions, run by Active Life	Yes
St David's Church Hall, Eastwood Homepage - Active Life info@activelife.uk.com 01702 567327	Seated fitness, run by Active Life	Yes
Wesley Methodist Church, Elm Road, Leigh Homepage - Active Life info@activelife.uk.com 01702 567327	Fitness sessions, run by Active Life	Yes

<p>Fillebrook Avenue Hall, Leigh</p> <p>Homepage - Active Life</p> <p>info@activelife.uk.com</p> <p>01702 567327</p>	<p>Yoga, run by Active Life</p>	<p>Yes</p>
<p>Quaker House, 18 Dundonald Drive, Leigh-on-Sea</p> <p>Timetable – yoga in southend & leigh-on-sea</p> <p>yvie.booth@gmail.com</p> <p>01702 747387</p>	<p>Yoga</p>	<p>Yes</p>
<p>Shambhala Studios, Maple Avenue, Leigh</p> <p>Shambhala Studios Leigh-on-Sea</p> <p>01702 478924</p>	<p>Yoga</p>	<p>Yes</p>
<p>Yoga4all, Rectory Grove, Leigh</p> <p>Yoga Classes Treatments Southend-on-Sea Yoga4all</p> <p>01702 475700</p>	<p>Yoga</p>	<p>Yes</p>
<p>Yoga Therapy Center, Flat 17, Southside, 260-280 Leigh Road, Leigh</p> <p>No contact details found</p>	<p>Yoga</p>	<p>Yes</p>
<p>Studio Switch, 1096 London Road, Leigh</p> <p>Studio Switch Reformer Pilates, Leigh-on-Sea</p> <p>01702 599171</p>	<p>Yoga</p>	<p>Yes</p>
<p>Kundalini Warriors, Pavilion Drive, Leigh</p> <p>Mel@kundaliniwarriors.com</p>	<p>Yoga</p>	<p>Yes</p>
<p>Dawn Lister Therapy Centre, 1-5 Church Hill, Leigh-on-Sea</p> <p>Dawn Lister Homepage - Dawn Lister Therapy Centre</p> <p>dawnlisterc@gmail.com</p>	<p>Yoga</p>	<p>Yes</p>

07858 612649		
<p>The Movement Base, 149 Leigh Road, Leigh</p> <p>Welcome - The Movement Base</p> <p>hello@themovementbase.uk</p> <p>07957 151806</p>	Pilates and fitness sessions	Yes
<p>One Wellness Group Limited, 116 The Broadway, Leigh</p> <p>One Yoga Studio – Crafting a happier life</p> <p>info@oneyogaclub.com</p> <p>07783 763319</p>	Yoga	Yes
<p>Runway Fitness, 37 Lawrence Industrial Estate, Eastwoodbury Lane, Southend</p> <p>Personal training Runway Fitness Southend-on-Sea</p> <p>info@runwayfitness.co.uk</p> <p>01702 864546</p>	Fitness sessions	Yes
<p>Leigh Fitness Centre, 834 London Road, Leigh on Sea</p> <p>Leigh Fitness Centre, Leigh-on-Sea</p> <p>info@leighfitnesscentre.com</p> <p>01702 715479</p>	Fitness sessions	Yes
<p>David Lloyd Centre, Snakes Lane, Eastwood</p> <p>Gym with Swimming Pool in Southend Health Club David Lloyd</p> <p>southend@davidlloyd.co.uk</p> <p>01702 520355</p>	Leisure centre provision	Yes
<p>Various locations in Eastwood, Leigh and Westcliff</p> <p>Home - Everyone Health Southend-on-Sea</p> <p>0333 005 0095</p>	Physical activity sessions, delivered by Everyone Health (EH). People need to contact EH first of all, for an initial assessment. They then have the option to join local classes.	Yes
	Sports Sessions	



Len Forge Centre, Eastwood 3gpitchlfc@gmail.com 07402 226907	Walking football sessions	No
Len Forge Centre, Eastwood 3gpitchlfc@gmail.com 07402 226907	Football league	No
Belfairs Golf Course, Leigh https://www.belfairsgolfclub.co.uk/ https://southendgolf.co.uk/ 01702 525345	Pitch and putt golf and golf course provision	No
Eastwood Bowls Club, Eastwood Park, Eastwood terrychitty@gmail.com 01268 774505	Bowls	No
Fairwood Bowls Club, Belfairs Park, Leigh fairwoodbowls@gmail.com 07906 791797	Bowls	No
Belfairs Bowls Club, Belfairs Park, Leigh https://www.belfairsbowlingclub.com/ eastendbutcher@gmail.com 07514 923205	Bowls	No
Cavendish Gardens, Westcliff Clubspark / Southend Parks Tennis / Southend Parks Tennis hello@nationaltennis.org.uk 0330 5519496	Tennis	No
Bonchurch Park, Leigh Clubspark / Southend Parks Tennis / Southend Parks Tennis hello@nationaltennis.org.uk	Tennis	No

0330 5519496		
Chalkwell Park, Leigh Clubspark / Southend Parks Tennis / Southend Parks Tennis hello@nationaltennis.org.uk 0330 5519496	Tennis	
Earls Hall Primary School https://aquaaims.com/ 07930 139634	Aqua Aims run the swimming pool parties and classes. The classes they run include, parent and baby, learn to swim, SEN classes, adults learn to swim and private lessons. These are run during the school term time. Closed during holidays.	No
Westcliff High School for Boys School https://www.whsb.essex.sch.uk/ Office@whsb.essex.sch.uk 01702 475443	They let out parts of the school and outside grounds to the public.	No
St Thomas Moore School https://www.st-thomasmore.southend.sch.uk/ office@st-thomasmore.southend.sch.uk 01702 344933	They let out parts of the school and outside grounds to the public.	No
Lancaster School https://www.lancaster.southend.sch.uk/ sbest@lancaster.southend.sch.uk 01702 342543	Run a football club on the school field called Lancaster Lions of a weekend.	No
Our Lady of Lourdes Primary School	No community provision.	No
Westborough Primary School	No community provision.	No
Westcliff School for Girls	No community provision.	No
Prince Avenue School	No community provision.	No
Blenheim School	No community provision.	No
Darlinghurst School	No community provision.	No
	Gym Provision	

Platinum PT Gym, 9-11 Clements Arcade, Broadway, Leigh on Sea Platinum PT Transforming bodies, transforming lives info@platinumptgym.co.uk 07852 104820	Gym	Yes
ABC Gym , Unit 1, 55 Progress Rd, Leigh-on-Sea Home - ABC Fitness info@abc-gym.com 01702 525863	Gym	Yes
Stackhouse Gym, 351 - 361 London Road, Westcliff on Sea STACK HOUSE GYM RAYLEIGH & SOUTHEND-ON-SEA IN ESSEX westcliff@stackhousegym.co.uk 01702 339448	Gym	Yes
ROM – Range of Motion, 1091-1097 London Road, Leigh on Sea RANGE OF MOTION 07702 797414	Gym	Yes
SPT Fitness , Unit 16 Prince Close, Westcliff-on-Sea Southend Gym - SPT Fitness info@sptfitness.com 01702 340758	Gym	Yes
The Gym Group, Unit 3, London Road Retail Park, 85 London Road, Westcliff-on-Sea The Gym Group Southend Southend 24hr Gym	Gym	Yes
Evolve Fitness, 580 Rayleigh Road, Leigh-on-Sea Evolve Fitness	Gym	Yes

info@evolve-fitness.co.uk 07984 651863		
Ultimate Fitness, 457 London Road, Westcliff-on-Sea ultimate-fitness@outlook.com 01702 801321 07947 501527	Gym and fitness sessions	Yes
Athletics Fitness and Strength Limited, Unit 2, Leighcliff Boulevard, Leigh Cliff Road, Leigh-on-Sea Personal Training Studio Athletica Leigh-on-Sea info@studioathletica.co.uk 07990 740995	Gym	Yes