

Dear Sir/Madam

I am currently a customer of California, I joined the club with my brother Mr H and the girlfriend Miss J of mine on date 27/07/2006 in Mong Kok Pakpolee branch. I am now writing this letter in order to convey some of the experiences and feelings after approximately a month of visit. First of all, I apologise in advance for this lengthy letter and thanks for reading it.

On date 27/07/2006, we walked pass the California in Pakpolee and would like to get some information on joining as a member, since we would like to spend some of my free time in exercise. As we stepped in for information, we were asked by a staff to walk up the stair and were seated on a sofa. Since then we were pushed hardly to join the club as a member. At first we were given a form for filling in all our personal information, I have always been wondering why do I have to leave our detail before I am inquiring the plan and price, these kind of basic and fundamental questions, couldn't they just answered me and let us off right away? Since we were overseas students and there was absolutely no way for us to sign a year contract, and every time when I am about to leave and think about whether I should join or not, I was told that 'you won't be getting such and such offer next time when you step in anymore!', and at the end, a senior manager came out and gave us an offer, and I was told that is a two month pass for all three of us, three days entry for a week. I really hoping that I can think about that at home, however I was pushed hard to sign again. As the declaration signing procedure is rather long, consisting about 10 signatures. When I have already signed part of the declaration, I was told that the three days entry could only be either Monday-Wednesday-Friday or Friday-Saturday-Sunday, there is a huge difference between day fixed and not fixed, and was NEVER mentioned during the discussion in the first place. If not the effort of the sales, Kat, which impressed me, I would have definitely quit right away!! Indeed, I am very pissed about the fact that it wasn't mentioned during the discussion but only at the point of declaration signing procedure, it make me no way back, and it was absolutely CHEATING!! And I have regretfully chosen to do my work out in Grand Tower Arcade(GTA), as I was told that that is bigger and has fewer stairs, which is commonly more desirable.

I started my work out with my brother, Mr H, in GTA on 28/07/2006, few days before the booked free induction course. In the meanwhile we were working out, my brother having difficulty in using one of the machines, he asked one of the duty staff nearby. After a while, Mr H was asked to walk into a specific area for trainer, and I was told to walk in and listen as well, however I refused because of his poor attitude! After a while my brother came out with a depressed looking, and said would only like to tell me what happened later. Mr H said to me that during the talk, he was asked a lot of stuff, but basically the aim of the trainer is to push Mr H to 'sign' him as a personal trainer. After he knew that Mr H is studying in UK, and with the hesitation on making the decision, he said '你唔係外國讀書連九百蚊都比唔起ar ma?' to my brother, what on earth?! I DO NOT think this kind of uneducated, unprofessional and rude behaviour could be tolerated. I was very pissed, how could this happened in such a professional fitness club? It is always our decision to spend our money in a willing and desirable way!! We went home directly with a sad mood afterward.

After the weekend, on 31/07/2006, we went there for our first induction lesson. We have been

hoping that we will not be treated in the same way, as this induction lesson should be conducted by professional club trainer, rather than personal trainer. However, regretfully, it was not what was expected. Two personal trainers get to us, we have our height and weight measured on a scale and had a talk in the same area where Mr H sat in the previous week. I was measured the fat proportion by one of them using a 'clip'. And since then, he was telling me that my body is not the standard proportion, bala-bala... About 5minutes, we were told to try on two machines. During the trials on the two machines, we were kept being told that we are not using the correct muscles, we weren't taught the right way, nevertheless, they sound like correct way can only be learnt by signing them as personal trainer. We were then seated in that area again. They kept pushing us to join them, eg, they repeatedly saying to me that how bad is my body shape(thin) and how essential to build up a body, which is exactly the unprofessional information which could be given by my nanny!! Saying something like '其實你地仲要考慮D mei lei?' again and again. They asked us when do we have to do our work, then he talked about the price, and ask us to sign and pay right away, and then I said we have never agreed on that, which is the truth, they said 'you just said these days you are going to be free!!', I am free from my work doesn't means I want a trainer, right?! And at the end, after a long time, he said in a very bad tone '如果你係姑寒或者有錢就出聲囉', and I said, yes I have no money, and I have no time, and we went away with being so pissed again! I am feeling so insulted, so sad for such a club with such money-hungry trainers! Apart from the first 10minutes of weight and height measurements, the next 40minutes was indeed wasting my time. What even worse was I went to toilet with Mr H afterward, and they followed us to the toilet, standing right beside us at the toilet bowl. I am not sure what they were trying to do, but in my point of view they were just trying to listen to our conversation and sort of threatening us. I went hiding behind the lockers for a minute after my business and they were behind the locker with the hair-dryer, a few minutes they were gone. And the next time when we met each other again, I tried to smile, and he showed me no attention. I am definitely not coming to a fitness club for making enemies, however, unhappily it is just the way it turned out to be. I am not trying to mention their name, this letter is not typed for having revenge, but to convey my experiences in the club.

After that we have been trying to change to the Pakpolee which was told only could be done by paying some money AGAIN! And then we kept trying to call the customer services, but we could never get through, always diverted to the voice message box, what most ironic is that the voice message box was always full and I couldn't even leave my detail on that, see how many people on the queue for complain? After few days or a week, I managed to get through to the customers services person, I made my complains finally and get change to the Pakpolee Club.

After that, we have been to Pakpolee for a few times until something else happened on 21/08/2006. I arrive there with my girlfriend, Miss J, at approximately 5:50pm. Since Miss J does not have her lock with her at that time and therefore our stuff(three bags, one for her clothing, one is her handbag, one is my back bag), were all locked in her locker, F-015, in female changing room. We went down after we get ourselves changed and prepared for exercises. As we were in hurry for dinner at 7pm with family, we left after half an hour at 6:35pm. When Miss J went up to the female changing room, looked for her locker, all she saw was a locker with the lock disappeared, and when she opened the locker, her handbag and my back bag gone missing, only left with the bag

with our clothing in. It is obvious that during the time we were working out, someone broken our lock by a lock-breaker clamp, and took away our stuff by stuffing her handbag into my back-bag. We spoke with a female staff right away and she checked the locker again with Miss J, however, still couldn't find anything. She then made a few call to the centre and contact the local police force. I was only allowed to look at the CCTV after the arrival of policemen, so afterward, the policewoman went up with Miss J to take some picture of the locker and I was viewing the CCTV record with a policeman beside. However due to the extremely poor quality of the CCTV, my back-bag could just be identified with uncertainty. It was carried out of the female changing room by a girl with yellow top and jeans at 7:28pm, without returning her towels, which is normally offered by the club. She went straight down the stair to the main entrance. She is classified by all of us as suspicious, even said by the manager, as she did not return towels. She was carrying out the suspected back bag, with it full of stuff and obviously oversized for her. She was recorded by the CCTV to be leaving at 7:31pm from the main entrance. After viewing the CCTV with the policemen, we had our police statement made with a CID and went dinner afterward. Additionally, co-operation and aids by a few staffs during investigation are impressed and appreciated. Our stuff that is still gone missing in the two bags are listed below.

Pale blue Puma bag contains

- Wallet(Approx. HKD300 and GBP15 cash, Octopus Card deposite HKD50 and credit HKD50, HKID card, 回鄉證, police club member card)
- Panasonic Mobile phone
- Canon Camera
- JNC Mp3 Player
- Agnes b watch
- Cosmetic stuff
- Keys

Black North Face back bag contains

- Wallet(Approx. HKD500 cash, Octopus Card deposit HKD50 and credit HKD50, HKID card, 回鄉證, visa card from RBS, three California club cards)
- 4Gb Ipod nano player
- Seiko watch
- Levis jean with a memorial belt
- Book - Digital Fortress

- Important documents on my current research project in HKUST
- Keys
- Brandnew Columbia water bottle

Since I have join California, nearly a month, I have never received any enjoyment, but only insult and properties and identities lost. I am expected to attend a booked professional photographer session in China in the coming weekend, which now become an uncertainty or another amount of money to be paid for a temporal pass. As our bags contain all our personal information which our home address could possible tracked out easily, as well as the keys which were stolen, our home security are at red alert. We spent our night in worried and even when we had to chain up our doors when going out, and end up had to change the locks on all doors and gates! We will have to spend days on retrieving all our identities and accessories, and some of lost could never even be retrieved, eg, picture I taken with Miss J in our year anniversary day and her watch as her 18th birthday present! Estimated value lost and identities retrieving fee is going to be over HKD15000. I am writing this letter for the following complains that I would like to make.

- 1 Dishonest sales technique, eg, saying three days a week instead of three decided/fixed days a week, pushing customers to join the club very hardly. I fully understand this is the style of sales in Hong Kong, but I am also strongly believing that real customers would join under zero pressure.
- 2 Unprofessional and poor education behaviour among some of the personal trainer. I am very depressed after being insulted by the three(all) of personal trainers I have engaged with in GTA.
- 3 Disappointedly insecure environment in changing room, customers properties are at stake! Club is obviously over-staffed, even on the street for hard-sell promotion, however, not a single guard in the changing room. I was told by the manager that the lock that I was using was too small for protection, which is only a little bit smaller than those sold in the club, however, it is strongly believed that every single lock could be broken no matter how big and strong it is given that no security at the spot. Does decent brand cars with a fantastic security system ever get stolen? For sure, yes! This is just analogous to the fact that every single lock is physically BREAKABLE and anything could be stolen under an unorganised and irresponsible security system.
- 4 Very unreliable and lousy CCTV system, the cameras are basically 'web-cam' without having a 'Logitech' logo. Could barely identify my bag with uncertainty, couldn't recognise the person at all, there has no reason to have CCTV installed in the first place!

It is mentioned by the policemen during the investigation that California has been infamous in properties lost cases, for example, happened once in approximately three days in GTA. These cases are widely common in California mainly due to poor security system. Person couldn't be caught after lock-breaking, basically couldn't even be recognised, therefore properties lost case happened

one after another. It has been a curiosity to me to wonder why there was no security in the Pakpolee branch changing room although cases by cases have been happening in GTA branch, it is presumably the clubs could not imagine the lock-breakers could possibly cross the Nathon Road and commit a crime over there! For the consequence of lacking of 'imagination', I am therefore strongly believing the club should be fully and totally responsible for this incident.

I am now having a faint hope with all my properties get found, as the policemen said. Therefore, I am writing this letter for requesting the properties compensation induced by the club poor security system, as a responsible and professional club, I am hoping that this request should be satisfied with no hesitation. If it is possible I would like to meet a senior management staff such that this problem could be sorted out as soon as possible.

I am sincerely hoping that this event would be sorted out in a peaceful and satisfactory way, if then the information and detail for our cases would be confidential and not to be disclosed. We are not expecting compensation in terms of club's services or facilities due to the fact that we are not expected to live in Hong Kong for the next coming few years. Nevertheless, dissatisfactory response or reaction will result in forwarding or publish of this paper into media and several major internet forums in Hong Kong, Singapore, Taiwan, Malaysia or other international countries, or possibly even appropriate civil legal action. It is therefore not wise for a professional club to jeopardise a publicity damage.

Detail list of the properties and identities lost with corresponding price or retrieving fee will be given upon request, some receipts might not be available, therefore this is base on trust. I can assure that the list will be written based on the truth, with high accuracy in a honest faith and manner as well as the content of this letter. Thanks very much for your kind understanding, here is my name, contact number and police case number. I expect to hear from you soon.

Full name: Mr T  
Contact number: xxxxxxxx  
Police Case Number: xxxxxxxx

Full name of person to acknowledge receipt of a copy of this letter.

Mr T xxxx xxxx, xxxx

Signature to acknowledge receipt of a copy of this letter.

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Full name of person to acknowledge receipt of a copy of this letter.

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Signature to acknowledge receipt of a copy of this letter.

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