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January 12, 2016

To Whom It May Concern,

I quit Holmes Gym FOUR days after joining it because a) some of your staff without cause were unbelievably rude and grossly disrespectful towards me and since b) the manager of your gym did not do anything about their disgusting behavior and for no reason had an "I do not give a crap" attitude towards my weight loss – fitness goals. I am requesting a full refund for my first month membership being that I got nothing out of the four days I was a member of your gym. If you refuse to honor my request then I will tell all of my rich American and otherwise friends that you are genoveem – thieves – and not to patronize your fitness center. In addition, I will post you on the Internet for the bad publicity you deserve. Your fitness center hardly has any people in it and now I know why.

The following is what transpired on January 12, 2015:

Went to Holmes Gym in the town of Karmiel in the state of Israel at around 12:00 noon to ask the trainer who signed me up for membership, named Or, some questions.

I asked if the gym had a stair stepper machine. He said, "Yes". I asked if the stair stepper machine had different levels. He did not understand my Hebrew. Then a female butted in to our conversation and corrected the Hebrew word I was using, by telling me to use the word "intensity" instead of "levels". So I told her, "In America we use the word 'levels'. I'll have to remember in Israel you use the word 'intensity'".

She was talking to me in English. So I told her in English, "We are Americans living in Israel so we need to speak in Hebrew". After that, I asked her if I use the plural or singular form for the Hebrew word "intensity" as I want to know how many levels the stair stepper has? She answered me in a faster than normal Hebrew. So I told her in Hebrew to speak slower. Then I said something very rapidly in English back to her and asked her if she knew what I had said to her. She made a gasping sound and grew a shocked look on her face as if I had done something wrong when she was the one who was provoking me without provocation. After that, she lied that she knew what I had said to her in my rapid English. So I asked her to tell me what I had said. Unable to answer my question she said in Hebrew to me, "I will speak slower but not slow to you". So I said back to her in Hebrew nonchalantly, "A little bit slower is fine".

She then said in English, "I was only trying to help you." So I said in Hebrew, "You speak nonsense". After that, I pointed to Or and said in English, "He acts like a professional. You are not professional and you are making your gym look bad". She just laughed. Another female joined in laughing to gang up on me. So I said in Hebrew to both of them, "You laugh for nonsensical reasons" and laughed back. The first female laughed some more. So I told her, "You pretend nothing bothers you. But I know it does otherwise you would not be bothering me". She gave me a puzzled look. So I told her, "You are stupid".

Now the second troublemaker told me in Hebrew, "Stop!" So I told her in Hebrew, "Stop!" and pointed to the female who had initiated the fight. The other female pointed at me and in Hebrew said, "Stop!" So I pointed at her and in Hebrew said, "Stop!" Then, she exclaimed "Stupid?!". Next she made a gasping sound and grew a shocked look on her face as if I had done something wrong when she was the one who was provoking me without provocation. So I told her, "Yeah, stupid!" After that, I said to both of them, "Israel is surrounded by Arabs and you don't love Jews!" Next, I said, "You act like a five year old. Grow up". But had to repeat myself like a broken record three times before I was satisfied she had heard me and had stopped interrupting me. As I was leaving I said in Hebrew, "Bye children". While I was walking away the one who had started the fight for no cause said something in a low voice but I was not able to hear what she said. So I returned to the office and said to her in Hebrew, "I did not hear you." She said no more. So I walked away.

The entire time these two were trying to victimize me with their bully cowardice, the manager of the gym, named Michael, who heard every word of our argument, did and said NOTHING. In addition, Michael did not care about my weight loss goals. Instead he was completely apathetic and totally indifferent to what, I, the customer needed and wanted from Holmes gym in order to loss my excess weight, as if I was spending \$75.00 a month just to give charity to

Holmes gym.

When I asked him if I can use a vest with weights on and explained to him I had to use it to give my body the intensity necessary for me to lose weight. He said, "No, it belonged to another trainer" and was not willing to ask the trainer if I might be able to use it or where the trainer bought it so I can buy one for myself. When I told him Aviyah, my program trainer, said I could use the vest with weights on it, he did not believe me and said he is going to ask Aviyah if she had said any such thing. So I told him I was terminating my membership and that the only staff member there who treated me decently and conducted himself like a professional was Or. He had no reaction to losing a customer.

Now you might be wondering why do I have to use a vest with weights on it when I can use the treadmill or elliptical trainer to shed my fat pounds? Here is the reason why. I make up about 30% of all women in the world who have a weight problem but who have mesomorph – "thick" – body builds. That's 30% more people you can get to join your gym if only you are willing to learn what I have to teach you in this e-mail. What this means is that we are naturally endowed with muscle. So the way we lose fat is no weight training – lifting or toning – because we already have the muscle and yes aerobics exercise since it works our muscle so it will metabolize fat. I can lose 10 pounds/5 kilos using the treadmill. But then I weight plateau, which means my muscles have gotten use to the intensity level – are no longer challenged – and so only burn sugar, no more fat loss. The other cardiovascular workout machines at your Holmes gym are Precor brand. Precor was designed to look like an aerobic piece of equipment when it so happens to be anaerobic. In Jewish terms you might call Precor "an un-kosher pig". It declares it has cloven hooves and therefore is kosher, however, it does not chew its cud and thereby is traf. Only aerobics puts a body in a fat burning zone for the simple reason that aerobics refers to air as in getting oxygen to the muscles so that the body will release fat stores. Precor has a vertical elliptical motion. So it simulates mountain climbing, which is virtually anaerobic – muscle building only. The aerobic equipment you used to have at Holmes gym, Life Fitness brand, had a horizontal elliptical motion. So they simulate walking, which is aerobic in nature.

So why did I join Holmes gym knowing it did not have the proper cardiovascular equipment for me to get rid off unwanted/unneeded fat? Well I thought I might try the stair stepper machine to see if it will work for me. I never ever tried using it before. If not, I had a plan to buy a backpack and purchase weights and add them to my exercise regimen every time I reached a weight plateau. With 80 pounds/40 kilo to lose that amounts to 8 weight loss plateaus. Meaning periods when I have to re-challenge my fantastic muscles to "work" so they will use fat not sugar as fuel. When Aviyah told me I can use the vest with weights in it she told me it belonged to the gym not one trainer. I will give her the benefit of the doubt, like Jewish people are supposed to do, that she just made a mistake in giving me this misinformation. But I did not appreciate Michael's apathetic attitude regarding use of the vest or his indifferent attitude regarding his recalcitrant employees who had no interest in resolving anything, only in being troublemakers about everything. Embarking on a weight loss program is a stressful thing. Who needs or wants additional stress having to be in an environment like Holmes Gym, which I discovered has toxic negative people and people who do not care about me. Plus having to pay money for it. I gave the two females and Michael back their own nonsense. So I am over it. But I wrote this e-mail to help your business do better in the event you have enough business sense to pay attention to my free customer feed back.

Sincerely Yours,

Elana Laham
Ex-member Holmes Gym