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friggin drinks! They also never run out of sanitizer, sprays, wipes and towels. Great hours is also a plus. I have a second membership at a competitor for later months but my schedule entails both v

required, I've made many friends at the pool to keep that in mind. Value is a plus. In used to spending ~150-300/mo for other premium/lux gyms and I feel what they charge is very fair. Also a barber in the gym is great and they have quality cuts. Cons: Their billing department is deficient, I've never had a issue with a gym not being able to schedule recurring charges, and it seems they have been unable to properly due so. The \$150 sign up fee that gets rolled over into credit to use at the gym, it took two months for it to get added into the barber account. I had to follow up about it several times to make that happen. Very frustrating and not a very luxurious feeling to have to deal with that as a new member. Each month billing cycle roles around and I ask them (FD) if everything is squared away and they say yup/yes you're all good. Yet for the past two months in a row they contact me weeks after its due saying I have late fees and havent paid. Even when Ive called and spoke to them each time on the phone after the first warning they still dont properly process it and it ends up back after 10 days in a email; you have late fees, its very disappointing. I know theyre able to process my card; theyve charged that same card no show fees when Ive booked for the pool and its canceled due to rain. So it seems sus. It took about 3 weeks of my effort of calling, emailing and talking to the front desk to get that squared away to refund the no show fee when they closed the pool due to weather. In that process many emails were not answered. They did however eventually reverse the charges but it wasnt easy and the communication was absent until finally getting ahold of the billing manager in person as she was taking out trash one day. She was very kind and apologizes and seemed to be the person who gets things done. If I were the owners Id give her more tools or people to work in her department to make their billing staff efficient, or let someone else take out trash so she can better allocate her skills to where theyre most needed. The rude front desk manager in other posts is most likely John/Jon, he doesnt listen to guests and always responds with attitude. I tried to review my account today and was met with well maybe you should try paying your card so it doesnt decline, like dude Ive never carried a balance, and when I paid it with the same card today in person there was no issue. I definitely did not appreciate his less than helpful personality. I would like this late fee reversed but I would happily pay \$10 to not have to talk to John/Jon again. **Communicate** * Forget about trying to leave a message anywhere, inboxes are full at their billing specialists, pool inbox, everywhere on their phone tree. Emails arent answered, so your only chance to have them resolve any issue is in person, provided you find someone willing. Penthouse reservations; weekend slots for premium seating are booked quickly and often occupied primarily by their employees; seems sus. If you want a spot; set a alarm for 167.9 hours before you want it and immediately book when it changes to 168 hours, else lose your chance to vibe on a daybed or cabana on the weekend. In summary: its a good place and Im sure they're doing the best they can during this pandemic, but boy it can be frustrating. If it gets better Ill be sure to update this review. BestRob Selma Solera 3 years ago Positive experience: The facilities are mostly clean and the equipment is plentiful. Since COVID-19 restriction let up, it does get quite a bit crowded! Morning staff is really nice, sometimes other front desk staff is pretty unfriendly. Pascal Carvajal 3 years ago Negative experience: Poorly managed. Broken cardio machines. Smelly locker rooms. Worst app. Overpriced. This review has been automatically translated. | See original text Jeronimo Naranjo 3 years ago Negative experience: Worst customer service. I signed up with benefits to access the penthouse and to my surprise it was removed due to change of policies. I was billed for 4 months during COVID and had to email multiple people since management is non-existent at the club and I was always referred to email. It took THREE months to be reimbursed and that is after emailing for months! I wanted to freeze my account for one month to travel overseas. They advised me freezing is no longer an option and instead I could opt for a virtual membership for \$60. Be aware, HORRIBLE customer service. Annie Bohlen 3 years ago Fantastic experience: Love the energy at this place! frances anderson 3 years ago Negative experience: U ST LOCATION TERRIBLE! The guy at the front desk was very condescending and rude I asked was the rooftop pool open to outside guests. He said no only to our private guests club? and I said how much is it he said ummm you can look it up online that very rude dismissive and condescending. You work there and you dont know the rates? Also while being dismissive I will not be signing up for this club nor visiting. I asked another location and they told me they were open to outside guests and call The U ST location and they talked to me horribly do not go here! Stephen Zepecki 3 years ago Fantastic experience: Vida has done a lot with regards to health and safety during the past year - making for a comfortable and welcoming environment for all patrons. I value the professionalism and continued desire to improve gym-goer's experiences. Thank you! Monet Clark 3 years ago Fantastic experience: Low the cleanliness and state of the art equipment in this facility. Jon M 3 years ago Fantastic experience: it's 130 bucks a month if you sign up for a year and they make you pay about \$250 upon signing up. They don't call it a sign up fee because you get to choose from a few freebies that you don't really want if you're like me. Just don't try to disguise your sign up fee as it being beneficial to the customer when it really isn't about that. I joined just to lift and this gym is great for that. I go there 4 days a week, i lift weights, it's all i want from a gym personally. Nice bathroom and locker room and showers. It's nice inside, clean, never too crowded, and the people there aren't shady because it's price controlled. Sounds horrible for me to say that but it's the truth. Still give it 5/5 stars, you can't find a better gym in the city to walk to. Katharina Werner 4 years ago Negative experience: All the classes are booked all the time, the roof top pool -- no chance getting a spot there, and absolutely zero parking in the area. Christian Pinto 4 years ago Fantastic experience: The level of professionalism at Vida U St. is commendable. My personal trainer, Emma Krieger, goes above and beyond the call of duty as a trainer. She is very well informed about fitness and nutrition and encourages me to work hard to achieve my personal fitness goals. Falynn Schmidt 4 years ago Positive experience: VIDA is beautiful, has great classes, has creative programs, and offers all the services I could want at a gym. It's the best gym I've ever been to, and the prettiest. Spin outside is really cool. Pool deck is fun. Good trainers. Shout outs to Michael, Ny, Luke, Alex, and Camille! You guys make it great! The only thing I wish they would change is to allow for more flexible memberships for people who travel a lot (which is a lot of DC people!). Daniel Albert 4 years ago Fantastic experience: Oh its the best gym there is. jed sherman 4 years ago Fantastic experience: Great local business. This review has been automatically translated. | See original text Josh Baker 4 years ago Fantastic experience: Best gym in DC by far, excellent facility, Clean and welcoming. Prices can be a bit steep but its a membership thats worth it. Many other services at their locations as well. tonya holland 4 years ago Fantastic experience: VIDA is an excellent fitness facility and your experience will be great. The staff are friendly and professional. Well worth the cost of membership! Michael 4 years ago Negative experience: I would have to agree with the previous review on the management at this location. The lower-level team members are GREAT! However, the management team at this location is some of the worst I have ever experienced. I recently brought an issue to the attention of the owner David von Storch via email. It took him over a week to respond and when he did, he basically assumed (without clearly even reading the thread I forwarded to him) that I had some culpability in my issue when it was clearly a lack of communication from HIS management team. It could not be any more obvious that they are suffering from some level of elitism, and I too, have found a much better experience and for a lot, less cost at another gym facility. VIDA is just about the only game in town.....today. We will all be better off when/if that changes and maybe then IF they are still around, they will be more member-centric. On a side note, I miss the days of Results. Say what you will about Doug Jeffries but at the very least, he expressed a genuine level of interest and concern for his members. Eversley Sifontes 4 years ago Fantastic experience: This is my favorite gym of all time. Have a ton of free weights, squat racks and accessory equipment to help keep variety in your fitness program. Plenty of space and the gym doesn't have a problem with doing Olympic lifts. Z R 4 years ago Fantastic experience: My favorite place to focus and improve my athletic performance! Very welcoming and attentive staff (the pool club manager in particular) continuously monitor the facility for cleanliness. Always happy when I get to come here!! Adam Levenson 4 years ago Fantastic experience: Vida is a great gym. The staff is very professional and they have done an admirable job managing COVID-19 risks - everyone is given their own set of towels (one for sweat and one for disinfecting equipment.) While people at the gym have various levels of physical ability, the clientele trends on the fit side which I find motivating. The pool club, which costs about \$60 extra is worth consideration (especially if you don't have one at your home/complex.) With a full bar, cabanas, and wait staff, you honestly feel like you are on vacation. Edwin Gonzalez 4 years ago Fantastic experience: GREAT FACILITY WITH EXCELLENT STAFF IN ALL DEPARTMENTS. IN THIS TIME OF COVID, MAINTENANCE STAFF PERFORM EXTRAORDINARY JOB IN KEEPING US SAFE WITH AN EXCELLENT CLEANING. ALSO GREAT SPACE, EQUIPMENTS FOR ANY TYPE OF EXERCISES Maggie Prendergast 4 years ago Fantastic experience: Amazing & Friendly front desk staff & Trainers. Have been training with Chris for a few months and its life changing! This review has been automatically translated. | See original text Michael Gullion 4 years ago Fantastic experience: Vida on U street is a great gym to get all of your exercise needs. I have been a member for 5 years now and I do not have any plans of leaving. It has a great aesthetic, friendly employees, great gym equipment, and I am motivated to exercise when there with showing results. felipe lizarraga 4 years ago Fantastic experience: Great building, friendly staff, they exercise good etiquette regarding corona virus. Tara Clarke 4 years ago Fantastic experience: Vida U Street is amazing! They offer all the classes I like at the times that work for my schedule. The outdoor classes are the best and I always enjoy them no matter the weather. I love the group classes with Michaela! She is an amazing instructor that brings the energy and fun to each class. Jay Clark 4 years ago Fantastic experience: I've lived and travelled all over the world and I work out religiously, everywhere. Vida is the best gym network I've been to. Hands down. Thank you team Vida! Jack Gocke 4 years ago Fantastic experience: Great equipment, not crowded, very well run by professional staff, and in the time of coronavirus, the staff and members are extremely vigilant about masks, cleaning, distance, and tracking. Philip Metzler 4 years ago Fantastic experience: Very professional staff, equipment state of the art, space can't be beat! Dane Cook 4 years ago Negative experience: This gym is horrible. Management is incredibly rude. The staff is even worse. This review has been automatically translated. | See original text David Thomas 4 years ago Fantastic experience: Staff is very friendly This review has been automatically translated. | See original text Tyler McComas 4 years ago Fantastic experience: I have felt extremely comfortable here since they opened back up. The members are following all the new policies. Basically like my second home at this point. Jack Jensen 4 years ago Fantastic experience: Vida U Street does an admirable job keeping their facilities clean and enforcing their Covid policies during the pandemic, which is the only thing that matters as far as I'm concerned. Beyond that, the equipment is top-notch, they offer all kinds of perks and fitness services, and the staff is all professional and great. Highly recommend. Adriana Moses 4 years ago Fantastic experience: How much do you charge monthly This review has been automatically translated. | See original text Katia Paul 4 years ago Fantastic experience: I absolutely love my new Gym. The best part is the customer service . Paul Leiby , was so kind and patient . I literally took a month to sign up he explained everything to me in detail went over all of the plans and different things the gym offers. He motivated Me to sign up and get it together and not give up . Gaining a ton of weight from being quarantined was not easy , but Im super excited to get it off. This gym has EVERYTHING! The customer service I received from Paul was Beyond ! If your looking for a new gym home dont hesitate. Dave 4 years ago Positive experience: A nice gym but RESULTS GYM that used to exist in the same location is the best gym ever. Vida = 4/5, RESULTS = 6/5. Long live RESULTS!! C Meadows 5 years ago Negative experience: They charge their customers regular membership dues even when their gym is closed indefinitely. If you try to get your membership frozen it costs you money. If you ask to cancel it costs you money. So basically they charge you for a product that they are unable to provide because they are closed. Carl Remi Beauregard 5 years ago Positive experience: Overcrowding is out-of-control; locker rooms are in desperate need of a renovation This review has been automatically translated. | See original text VIDA - U Street Hi Carl, We'd like to address your 1-star review of VIDA. Firstly, we understand that overcrowding can be frustrating, especially during peak hours. Regarding the state of our locker rooms, renovations and maintenance are an ongoing process, and we are committed to ensuring that all facilities, including the locker rooms, are clean, functional, and comfortable for our members. Rest assured that we will take your comments into consideration as we plan future improvements.We encourage you to reach out to our management team directly if you have any specific concerns or suggestions for how we can enhance your experience. Thank you for sharing your thoughts, and we hope to have the opportunity to exceed your expectations in the future. - The VIDA Team Fiammetta Colla 5 years ago Positive experience: I dropped in this gym on a Tuesday night. Loud music and colorful light kind of gym. Loads of machines, not much space fore bodyweight training.The changing rooms are fully equipped (soap shampoo conditioner scrub, make up remover, cotton floc, toothbrushes, single use razors, hair dryer, iron...) and there is a sauna and a steam sauna available.Lockers require a lock, but they'll lend it to you. Aaron Jackson 5 years ago Fantastic experience: I get to keep my sanity This review has been automatically translated. | See original text Jason Tipton 5 years ago Fantastic experience: Great gym. Never a wait for the equipment I need. Clean and upscale facility with welcoming staff. Jazzy N 5 years ago Negative experience: Edited for brevity. Terrible lack of management, communication, customer service. Would not recommend this gym. I was a member for almost three years. One star is for the great individual group fitness instructors and hardworking staff Ive met through the years. Management made a mistake with freezing and reinstating my membership status in February. I was charged for a full month plus fees when they did not provide me a full month worth of membership. No accountability for GMs management mistake. February is already a short month! They also have a rewards system where you receive points for in-club purchases and member referrals. Throughout the year, management never responds when I asked multiple times what happened to these points Im supposed to receive for bringing them business. Tldr: a long history of lack of management, communication, customer service. Ill be taking my gym membership elsewhere. Would not recommend this gym. Jordan 5 years ago Fantastic experience: Clean gym, nice staff, friendly clientele! They pretty much have all the equipment I need, and the locker rooms are always clean. Scott Hagen 5 years ago Negative experience: The gym is great. My wife and I have been members for four years and could not have been happier. Unfortunately trying to cancel your membership is a different story. We are moving and put in our official 30 day cancellation notice in early November. We got an email back saying we will be charged through the end of December. On top of that there is a \$25 cancellation fee. I understand being charged for a month after cancellation but 60 days is excessive. A cancellation fee after being a member for four years is ridiculous. It is unfortunate that this is the way our experience ends with VIDA.

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