



Frequently Asked Questions

1. Can I cancel or put my corporate membership on hold?

- **Annual commitment corporate memberships** are a 12-month commitment and cannot be cancelled or put on hold.
- **Bi-weekly no commitment corporate memberships** can be cancelled with 30 days' notice and can be put on hold, for up to six months, for a fee. Either can be requested for this membership type at one of our Clubs or by contacting our Member Experience Department.

2. Are my family members eligible for this offer?

- Yes, once you enroll for your corporate membership, four windows open on the enrollment site to enroll up to four eligible family members for the same type of corporate membership. Eligible family members include your significant other, extended family at or over the age of majority, child(ren) or any minor under your guardianship (12 years-of-age or older). You must be enrolled in the program before you can enroll eligible family members.

Please note: As the **Primary Member** (employee eligible for this Program), all membership payments for family member's memberships, including any amenities that may get added (for example, Tanning, Hot Yoga, etc.), will be paid with your payment information.

3. I am a new GoodLife Fitness member

- Your new membership key tag will be available at any GoodLife Fitness Club immediately after enrolling. Please visit the Club of your choice and show photo ID to pick up your membership key tag. You will need a few minutes to process some new member requirements (i.e. photo taken), etc. At this time, you can also make appointments for free orientations, take a tour of the Club and facilities, etc.

4. I was already a GoodLife Fitness member before transferring to a corporate membership.

- You can continue to use the Club as normal with your existing membership key tag.



5. Is Towel Service included in my corporate membership?

- Yes, Towel Service is included in your membership, however not every GoodLife Fitness location offers Towel Service. Please ask a friendly Associate whether their Club location offers Towel Service.

6. Are existing GoodLife Fitness members eligible for this offer?

- Yes, they are. If you or eligible family members are GoodLife Fitness members who would like to transfer to this corporate membership, GoodLife Fitness will waive the \$99 membership buyout fee. You will need to enroll for your new corporate membership online and complete the section for existing members with membership number(s) or key tag barcode number(s). We will automatically update memberships with your new corporate membership details. You can continue to use your membership key tag for access to the Clubs after transferring to a corporate membership.

7. Will my other membership payments stop when I enroll for this corporate membership?

- Stopping payments on existing memberships can take up to 10 days to process. If you choose the **Bi-weekly no commitment corporate membership** option (bi-weekly payments from your bank or credit union account), your payments will be lined up and updated to reflect the new bi-weekly corporate rate.

8. What happens to my corporate membership if my company no longer offers this Program?

- If your company no longer offers this Program, or you're no longer eligible to participate, GoodLife Fitness will update all memberships under your account to a 'no-commitment, preferred rate' of \$25.00 +applicable taxes/bi-weekly/person. Any amenities that were added onto each membership will continue at their regular rates. You can cancel these memberships or inquire with our Member Experience Department about other membership options, at any time, without a membership buyout fee. This 'no-commitment, preferred rate' membership does not include Towel Service. If you wish, you can have it added to memberships at a Club for an additional fee.

9. How do I renew my corporate membership?

- Renewal or continuation of corporate memberships will be possible as long as your employer is a part of the Corporate Membership Program and you are an eligible employee of the Program. Please see renewal details based on the membership option chosen:

10. Annual commitment corporate memberships (paid in full by credit card):

- Approximately 35 days prior to your membership expiry an email will be sent to the personal email used to Sign Up/Log In to the GoodLife Fitness Member Site and enroll for your corporate membership(s). After receiving this email, please visit <https://corporate.goodlifefitness.com> to renew. Please note: membership renewals cannot be completed more than 35 days prior to the corporate membership expiry date.