

## **FREQUENTLY ASKED QUESTIONS**

### ***How do I access the online Corporate Membership Enrollment Portal?***

You can enroll for your membership at the following link: <https://corporate.goodlifefitness.com>.

### ***How do I renew my corporate membership?***

If you pay bi-weekly or monthly for your membership, you will not receive a renewal notification. Your membership will automatically continue on a month-to-month basis.

If you paid upfront, and in full for your membership, a reminder email will be sent to the personal email address you used to create your GoodLife member account upon enrollment, provided you have not unsubscribed from GoodLife emails. You will receive this email 35 days prior to your membership expiry date. Once received, please visit <https://corporate.goodlifefitness.com> to renew your membership. Please note that your renewal cannot be completed more than 35 days prior to your expiry date.

### ***Can I cancel my corporate membership?***

The bi-weekly and monthly memberships are 'no-commitment' memberships and may be **canceled at any time with 30 days' notice**. LOG IN to the GoodLife Member area of the GoodLife website at <https://www.goodlifefitness.com/home.html> It can also be completed through our **Member Experience Department** at **1-800-387-2524** or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com). The paid-in-full membership option is a one-year membership commitment/term and cannot be canceled.

**Please note:** Each member is responsible for canceling their own membership if it's an option; the primary member (employee or member of the corporate program) cannot cancel the family membership attached to their account but can remove the family member's membership billing from their account by contacting the **Member Experience Department** at 1-800-387-2524 or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com). The family member's membership rate will increase to the regular membership rate and a method of payment for their membership will need to be provided.

### ***Can I place my corporate membership on hold?***

If you have a bi-weekly or monthly paid membership, you may place it on hold for a minimum of four weeks/one month to a maximum of six months per calendar year. A fee for the hold may be applicable based on your membership type. Membership types with **free holds** are noted on the online corporate membership site. Please LOG IN to the GoodLife Member area at [www.goodlifefitness.com](http://www.goodlifefitness.com) to do this, or contact the **Member Experience Department** at **1-800-387-2524** or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com) to request a membership hold.



**Please note:** Only select paid-in-full membership types may be placed on hold. Membership types that allow holds are noted on the corporate online membership site. Please LOG IN on to the GoodLife Member are of GoodLife at [www.goodlifefitness.com](http://www.goodlifefitness.com), or contact the **Member Experience Department** at **1-800-387-2524** or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com) to request a membership hold. Please note that each member is responsible for requesting a hold on their own membership. The primary member (employee or member of the corporate program) cannot put a family member's membership on hold. The family member must request the hold themselves.

***What membership types does the corporate program offer?***

GoodLife Fitness offers a variety of membership options to suit your needs and goals. For more information, please visit: <https://www.goodlifefitness.com/membership.html>. **Please note:** The rate listed on the website are the regular membership rates and not corporate membership rates.

***Can I upgrade/downgrade my membership?***

If you are paying bi-weekly or monthly you may change your membership type by logging into the Corporate Membership Portal at <https://corporate.goodlifefitness.com>. If you paid in full for your membership, you can change your membership type when your membership term expires.

***Can I add a family member for a membership with this offer?***

Yes, you may add one family member for a membership under your corporate membership program. As the primary member (person eligible for the corporate program), you must enroll for a membership yourself before you can enroll a family member. When adding a family member, you must select the same payment frequency and payment method as you selected for your own membership. All bi-weekly or monthly payments for your family member, including any added amenities such as locker service, Hot Yoga, etc., will be withdrawn from your bank or credit union account. The paid-in-full option for memberships must be paid by credit card.

***Can my family member choose a different membership type than me?***

Yes, however, it must be on the same payment frequency and paid by the same payment method (your bank/credit union account or credit card depending on the membership payment option you chose for your membership).

***I am an existing GoodLife member. Am I eligible for this offer?***

Yes, you will need to enroll for the new corporate membership offer online at <https://corporate.goodlifefitness.com>. In the appropriate area, please enter your existing membership details: your current membership number or barcode number. This information is required so we may cancel your existing membership and set up your new corporate membership. You will be able to continue to use your existing membership barcode.

### ***Is there a minimum age to join GoodLife Fitness?***

Yes, the minimum age to join is 12 years old. If your family member is below the age of majority for your province, GoodLife requires a parent or legal guardian to sign for the membership on behalf of the minor.

### ***If I enroll online for a membership today, when will I have access to the club?***

#### ***I am a new GoodLife member...***

Your membership barcode will be available at any GoodLife Fitness club immediately after your membership enrollment is complete. Please contact the location you selected as your 'home club' to book an appointment to pick it up, tour the club and workout. **Please note:** You will be required to show photo ID when you pick up your membership barcode.

#### ***I am an existing GoodLife member (regular or corporate membership transfer to this corporate membership)***

You may continue to use the club (or clubs, if you have an applicable membership type) without interruption. Your current membership barcode can continue to be used and no signature is required at the club front desk.

### ***Is Personal Training available?***

GoodLife Fitness offers Personal Training at an additional cost. Upon enrolling for your corporate membership, you will have an option to purchase a Personal Training 'Starter Package'. If you have any questions regarding Personal Training and other training options available, please speak with an Associate at the club where you would like to purchase Personal Training for further details.

**Please note:** Personal Training services are not available at all club locations.

### ***What happens if I am no longer eligible for the corporate program?***

If you paid in full for your membership, your membership will remain active for the remainder of your pre-paid membership term and you may continue to use the club(s) for that time. Following this time, please visit your home club for further details on membership options.

If you pay bi-weekly or monthly for your membership, your membership fees will automatically change to the non-discounted membership rate applicable on your original date of purchase for the membership type you selected.

### ***What happens to my membership after one year?***

Your corporate membership will continue on pre-authorized bi-weekly or monthly payments (depending on what you chose) until you choose to cancel. No membership renewal action is required. If you have paid in full for your one year membership, you will need to renew through the online link in the membership renewal email sent to you prior to expiry to avoid membership service interruption.



***Am I able to change my payment frequency?***

If you pay for your membership by pre-authorized bi-weekly or monthly payments, you are able to change your membership to a paid-in-full option at any time. Log into the corporate enrollment site at <https://corporate.goodlifefitness.com> and select the paid-in-full membership option. Your pre-authorized bi-weekly or monthly payments will be stopped and your new membership term date will begin once the period for your pre-authorized payments has been concluded.

***Who can I contact if I experience technical issues with the corporate online site?***

If you are experiencing technical issues with the site and are unable to complete your membership enrollment, please contact the **Member Experience Department** at **1-800-387-2524** or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com). If you are an existing GoodLife Member trying to transfer to a corporate membership on the corporate enrollment site, you can LOG IN to your GoodLife member account on [www.goodlifefitness.com](http://www.goodlifefitness.com) and select **Member Chat** for assistance.

***I have specific questions about this program. Who should I contact?***

Please contact the **Member Experience Department** at **1-800-387-2524** or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com).

***For further details regarding club policies, rules and access please visit <http://www.goodlifefitness.com/faq.html>.***