

FAQs (frequently Asked Questions)

REGISTER FOR YOUR MEMBERSHIP ONLINE at <https://corporate.goodlifefitness.com>

- Registration takes approximately 10 to 15 minutes to complete. Please have your payment information available. A credit card is required for the **Pay In Full** corporate membership option and personal bank or credit union account details are required for the **Pay Bi-weekly** corporate membership option (please see more details on each option below).
- If you're already a *GoodLife Fitness* member wanting to transfer to a corporate membership, please have your membership number or key tag barcode available to enter so your membership can be transferred to the corporate membership type without the \$99 buyout fee.
- If you wish to enroll up to four eligible family members for corporate memberships once you've enrolled, please have their full name and birthdate information available.
- A copy of your membership agreement will be sent electronically once registration is complete.

What is our organization's corporate membership rate?

- The **Pay In Full** (12-month commitment) corporate membership option is **\$599.00 +tax/member/year**. Payment for this option is required up front, and in full, by credit card, upon registration.
- The **Pay Bi-Weekly** (no commitment) corporate membership option is **\$24.00 +tax/member/bi-weekly**. This membership option provides the most flexibility because it is cancellable with 30 days' notice & no cancel fee. This option is paid with pre-authorized payments from a personal bank or credit union account.

How do I register for a corporate membership?

Please REGISTER ONLINE at <https://corporate.goodlifefitness.com> Once your primary workout location is chosen (in or outside of Quebec), you will be directed to the *GoodLife Member Site* to **Log In** or **Sign Up**.

New to GoodLife Fitness? **Sign Up** using a personal email address and creating a password, or, sign in with your social media account (i.e. *Facebook, Instagram*, etc.). If signing up with a personal email address, a verification email will be sent to that email address to continue with membership registration.

Existing GoodLife Fitness member? If you've been on the *GoodLife Member Site* previously (set up a *GoodLife Fitness* member account), please use this same email address & password to **Log In** and connect your account.

Following the above you will be directed to the Corporate verification page and asked to enter your organization's name and **Member Number**.

Can I go to any GoodLife Fitness location with my corporate membership?

Your corporate membership provides access to 250+ *GoodLife Fitness* clubs across Canada, as well as short-term access to *Énergie Cardio* clubs in Quebec and *24 Hour Fitness* clubs in the USA.

Is towel service included with my corporate membership?

Yes, towel service is included with your corporate membership, however not every *GoodLife Fitness* club offers towel service. Please ask a friendly Associate at the club if their location offers towel service.

Are existing GoodLife Fitness members eligible for this offer?

Yes. If you would like to transfer to a corporate membership, *GoodLife Fitness* will waive the \$99 membership buyout fee. Enroll for your corporate membership online (as indicated above) and **complete the existing member section** with your membership number or key tag barcode. Please continue to use your existing membership key tag for your new corporate membership (a new key tag is not required).



If I register online today when will I have access to use GoodLife Fitness clubs?

I am a new member... Once you've registered and received your agreement by email you can visit the *GoodLife Fitness* club of your choice to pick up your membership key tag, complete new member questions, take a tour of the club, etc. Please bring Photo ID to confirm your identity.

I am an existing GoodLife Fitness member... If you're an existing member transferring to a corporate membership, and already have a *GoodLife Fitness* key tag, you can check-in to the clubs with your existing key tag as usual (a new key tag is not required).

What are my payment options for the corporate membership program?

I am a new GoodLife Fitness member...

The **Pay In Full** (12-month commitment) corporate membership option requires payment up front, and in full, by credit card upon registration. The **Pay Bi-weekly** (no commitment) corporate membership option will require pre-authorized bi-weekly payment deductions from your personal bank or credit union account.

I am an existing GoodLife Fitness member...

The **Pay In Full** (12-month commitment) corporate membership option requires payment up front, and in full, by credit card upon registration. With the **Pay Bi-weekly** (no commitment) corporate membership option, payment will continue through pre-authorized deductions from your personal bank or credit union account on file. *GoodLife Fitness* will update the deduction amount to your new corporate rate and match your current payment schedule.

Can I cancel or put my corporate membership on hold?

The **Pay In Full** (12-month commitment) corporate membership option cannot be cancelled or put on hold.

The **Pay Bi-weekly** (no commitment) corporate membership option can be cancelled with 30 days' notice and no cancel fee, and can be put on hold, for up to six months, for a fee. If you wish to put a **Pay Bi-weekly** (no commitment) corporate membership on hold, or cancel it, please advise a friendly Associate at one of our clubs, or contact our *Corporate Member Experience Department* at 1-800-287-4631.

Are my family members eligible for this offer?

Yes, once you're a corporate member. Once your corporate membership registration is complete, four sections will appear online to enroll up to four eligible family members for the same type of corporate membership. **Eligible family members include your significant other, spouse, extended family at or over the age of majority, child(ren) or any minor under your guardianship that are 12 years-of-age or older.** You must enroll yourself first before you can enroll family members. All payments for family member corporate memberships – including any added amenities purchased at our clubs (i.e. tanning, hot yoga, etc.) – will be withdrawn from your payment information.

Is there a minimum age to join GoodLife Fitness?

The minimum age to join *GoodLife Fitness* is 12-years old. We require a parent or legal guardian to sign for anyone under the age of majority in each province. All members under the age of 18 are required to complete a series of orientations called a *Youth Passport* to help familiarize themselves with the club, equipment, etc. This is available at no cost. To get started with the *Youth Passport*, please request an appointment at any *GoodLife Fitness* club.

Is personal training or team training available?

GoodLife Fitness offers personal training and team training at an additional cost at most club locations. Please speak with an Associate at the club(s) location for details.



Can I add hot yoga, tanning, or other amenities or services to my corporate membership?

Yes! Amenities and services with a fee can be added, and payment processed, directly at clubs (they cannot be added through the online corporate membership tool or through the *Corporate Wellness* office). As the Primary Member you will be responsible for any additional amenities and services – such as hot yoga, tanning, lockers, etc. – that are added to your membership for yourself and any family enrolled under your corporate program.

How do I renew my corporate membership?

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

Pay In Full (12-month commitment) corporate memberships: Approximately 35 days prior to the membership expiry date an email will be sent to the email address used to Sign Up/Log In to the *GoodLife Member Site*. 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 membership expiry date.

Pay Bi-weekly (no commitment) corporate memberships: No renewal action is required for this membership type. This membership type will continue on a month-to-month basis, paid with bi-weekly pre-authorized payments, for as long as you are eligible under the Corporate Membership Program terms, or until you choose to cancel or change to a different membership type.

What happens to my membership if the Corporate Program is no longer offered or I am no longer eligible?

Pay In Full (12-month commitment) corporate memberships (and all family corporate memberships associated with this membership) will be valid until they expire, one year from the membership registration date. Before your corporate membership expiry, please speak to one of our friendly club Associates about the individual membership options available so you can transition to one of these and avoid service interruption. Any amenities or services added onto each membership will continue at their regular rates.

Pay Bi-weekly (no commitment) corporate memberships (and all family memberships associated with this membership) will be updated to a 'No-commitment, Preferred Rate' of \$25.00 plus applicable taxes, per membership, bi-weekly. Any amenities and services added onto each membership will continue at their regular rates. You can cancel this 'No-commitment, Preferred Rate' membership type at any time, or inquire with our Member Experience Team (1-800-287-4631) about other membership options, without having to pay a membership buyout fee. This 'No-Commitment, Preferred Rate' membership does not include towel service. Towel service can be added to this membership type at our clubs for a fee.

Who can I contact if I experience technical issues with the online enrollment tool?

Technical difficulties may occur when registering for a membership using *Macs* or a wireless device. If this occurs, please register on a PC or regular laptop and try using a *Google Chrome* browser. If you experience other technical issues and are unable to complete your membership registration, please contact the **GoodLife Member Experience Team, toll-free, at 1-800-287-4631** or email corporateprograms@goodlifefitness.com

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

Please contact corporateprograms@goodlifefitness.com or [1-800-287-4631](tel:1-800-287-4631).