



## **FAQs (frequently Asked Questions)**

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

- Registration takes 10 - 15 minutes to complete online. A credit card is required for the **Pay In Full** membership option and personal bank or credit union account details are required for the **Pay Bi-weekly** membership option (please see more details on each option below).
- If you're currently a *GoodLife Fitness* member wanting to transfer to this corporate membership type, please have your membership number or key tag barcode available to enter online while registering.
- If you wish to register up to four eligible family members for corporate memberships, once you've enrolled for a membership, please have their full name and birthdate information available.
- A copy of your membership agreement will be sent electronically once registration is complete.

### **What are my corporate membership options?**

- The **Pay In Full** (12-month commitment) option provides the highest discount in exchange for the 12-month commitment. Payment is required up front, and in full, by credit card, upon registration.
- The **Pay Bi-Weekly** (no commitment) option provides the most flexibility because it is cancellable with 30 days' notice. This option is paid with pre-authorized payments from a personal bank/credit union account.

### **How do I register for a corporate membership?**

Please REGISTER ONLINE at <https://corporate.goodlifefitness.com>

On the corporate membership verification page, you will be asked to enter **MGEU** and your **Member Number** in order to verify eligibility.

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

Your corporate membership provides access to 200+ *GoodLife Fitness* clubs across Canada.

### **Is Towel Service included with my corporate membership?**

Yes, when and where available. Towel service is included with your corporate membership, however not every *GoodLife Fitness* club offers towel service.

### **Are existing *GoodLife Fitness* members eligible to transfer to this membership type?**

Yes. Please register as an existing member and enter your current membership credentials to register.

### **Can I cancel or put my corporate membership on hold?**

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

The **Pay Bi-weekly** (no commitment) 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. This can be done at our clubs or through our *Corporate Member Experience Department* at 1-800-287-4631.

### **Are family members eligible for this offer?**

Once you've registered for a corporate membership four windows open up to register up to four eligible family members for the same type of corporate membership. **Eligible family members include a 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 are responsible for payment of any family member corporate memberships and any added amenities purchased at our clubs (i.e. tanning, hot yoga, etc.).



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

The minimum age to join is 12-years old. A parent or legal guardian is required to sign for anyone under the age of majority in each province. All members under the age of 18 must 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.

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

Yes, amenities and services like these with a fee can be added, and payment processed, at clubs (not through the online corporate membership tool or *Corporate Wellness* office). As the Primary Member, you will be responsible for any additional amenities and services fees 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.

**Pay In Full** (12-month commitment) memberships: Approximately 35 days prior to your expiry date an email will be sent to the email address you 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) memberships: No renewal action is required for this type. This type continues on a month-to-month basis, paid with bi-weekly pre-authorized payments, for as long as you are eligible, 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) membership types (and all family corporate memberships associated) will be valid until they expire, one year from the membership registration date. Before expiry, please speak to a club Associate about individual membership options 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) will be updated to a 'No-commitment, Preferred Rate' of \$25.00 plus applicable taxes, per membership, bi-weekly. Any amenities and services added to memberships 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 paying a membership buyout fee. This membership type 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](mailto:corporateprograms@goodlifefitness.com)

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

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

This information is valid until December 31, 2021.