

## **FREQUENTLY ASKED QUESTIONS**

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

You can enroll for a corporate membership at the corporate program website: <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 a one-year membership, a reminder email will be sent to the personal email address used to create **your GoodLife member account**, 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: your renewal cannot be completed more than 35 days prior to your membership expiry date.

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

Memberships that are paid either bi-weekly and monthly 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>. This 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 this is an option); the Primary Member (the person eligible for the corporate program) cannot cancel any family membership(s) 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 for that membership type 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 membership you pay for bi-weekly or monthly, you may place it on hold for a minimum of four weeks/one month to a maximum of six months per calendar year. Some membership types include Free Holds and others may require you to pay a fee to place your membership on hold. Please LOG IN to the GoodLife Member area at [www.goodlifefitness.com](http://www.goodlifefitness.com) to place your membership on hold or contact the **Member Experience Department** at 1-800-387-2524 or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com) to do so.



**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 to the GoodLife Member area of [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: Each member is responsible for requesting a hold on their own membership. The Primary Member (person eligible for 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?***

The GoodLife Fitness corporate program offers a variety of membership options to suit your needs and goals. For membership options and details, please visit the corporate program site at <https://corporate.goodlifefitness.com>, or can visit the general (non-corporate) GoodLife Fitness website at <https://www.goodlifefitness.com/membership.html>. **Please note:** The membership rates listed on the general GoodLife Fitness website reflect the regular membership rates (not corporate membership rates) for each membership option.

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

If you are paying bi-weekly or monthly for your membership you may change your membership type by logging into the corporate membership website at <https://corporate.goodlifefitness.com>. If you paid in full for a one-year commitment membership, you will have the option to change your membership type when that membership term expires.

***Can I add a family member for a membership through the corporate program?***

Yes. You may add one (1) friend or family member for a membership under your corporate membership program once you have a membership through the program. As the Primary Member (person eligible for the corporate program), you must enroll for a membership yourself first before you can enroll a friend or family member. When adding a friend or family member, you must select the same payment frequency (bi-weekly, monthly or paid up front, in full for one year) and payment method (bank/credit union account or credit card) as you selected for your own membership. All bi-weekly or monthly payments for your family member, including any amenities added to their membership, such as locker service, etc., will be withdrawn from your bank or credit union account. The paid-in-full one-year membership option must be paid by credit card.

***Can they choose a different membership type than me?***

Yes, however, it must have the same membership payment option (bi-weekly, monthly, or paid-in-full for one year) and be 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>. When prompted, please enter your existing membership details: your current membership number or barcode number. You do not need to cancel your existing membership before enrolling for a corporate membership. When you enter your current member details on the corporate website when prompted it allows GoodLife to cancel your existing membership and set up your new corporate membership. You can continue to use your existing membership barcode/key tag for your corporate membership.

***What are my payment options for a corporate membership?***

***I'm a new GoodLife member...***

You can choose pre-authorized bank or credit union bi-weekly or monthly payments for a No Commitment membership. A one-year commitment membership must be paid up front and in full for a One Year Commitment membership by credit card.

***I'm an existing GoodLife member...***

You can continue to pay by pre-authorized bank or credit union bi-weekly or monthly payments for a No Commitment membership option, or up front and in full for a One Year Commitment membership by credit card.

Please Note: The Join, or Enrollment Fee is waived for all memberships (\$0) through the corporate program.

***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 key tag with 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 have a workout. **Please note:** You will be required to show photo ID when you pick up your membership key tag.

***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 key tag barcode can continue to be used and no signature is required at the front desk.

***Is Personal Training available?***

Yes, GoodLife Fitness offers Personal Training at most club locations for an additional charge. 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 can continue to use the club(s) for that time. Prior to expiry of your membership, please visit your home club for membership options you can choose from once your current membership expires.

If you pay bi-weekly or monthly for your membership, your membership rate will automatically change to the non-discounted membership rate for that membership type (as per the original date of membership purchase).

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

If you are eligible under your corporate program...

If you pay bi-weekly or monthly for your membership: Your membership will continue on a month-to-month basis until you choose to cancel. No membership renewal action is required.

If you paid in full for a one-year membership: You will need to renew your membership through the online link provided in the renewal email sent to you by email prior to expiry (approximately 35 days prior) to avoid membership service interruption.

***Am I able to change my membership 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 enrollment website?***

If you are experiencing technical issues 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 experiencing issues trying to transfer to a corporate membership, 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).