



FREQUENTLY ASKED QUESTIONS

Please read the following FAQ's to help ensure a smooth online enrollment.

How do I enroll for a Corporate Membership?

Please click on this link or type it into your internet browser: <https://corporate.goodlifefitness.com>

What do I need to enroll for a Corporate Membership?

Please have your payment information available (credit card or account information – see details under membership options below). If you are an existing *GoodLife Fitness* member, please have your membership number or key tag barcode to enter so you can transfer from this membership to a corporate membership without penalty. The enrollment process takes approximately 10 - 15 minutes to complete.

You will be asked to **Log In** or **Sign Up** at the *GoodLife Member Site* page. If you are **new to GoodLife, you will need to Sign Up** using a personal email address and creating a password. Please retain the information you used so you can access this site during the period of your membership and to renew your membership (if applicable). **If you already have a 'My GoodLife' email account, you would Log In** with this email address and password.

You will be asked to type or select your *company/organization name*. Please use **Manitoba Dental Association** (MDAA Members use this as well) and then enter your **First and Last Name, i.e. John Doe**. This is your unique identifier ensuring your eligibility to purchase a Corporate Membership. Once the enrollment process is completed your membership agreement will be sent to you electronically.

What is the Corporate Membership rate for our organization?

- 1) The **Annual Corporate Membership** (12-month) option offers the **highest discount** at **\$499.00** +GST, per member, payable in-full by credit card during the membership enrollment process.
- 2) The **No Commitment Corporate Membership** option offers the **most flexibility** at **\$24.00** +GST, bi-weekly, per member, and is payable by pre-authorized deductions from your bank or credit union account. It is the most flexible in that you can cancel it with 30 days' notice and no cancellation fee or put a hold on your membership for a maximum of 6 months for a fee.

What are my payment options for a Corporate Membership?

I am a new GoodLife Fitness Member...

The *Annual Corporate Membership* option requires a payment of \$499.00 +GST, per member, paid in-full by credit card. The *No Commitment Corporate Membership* option deducts pre-authorized payments of \$24.00 +GST bi-weekly, per member, from your bank or credit union account.

I am an existing GoodLife Fitness Member...

The *Annual Corporate Membership* option requires a payment of \$499.00 +GST, per member, paid in-full by credit card. The *No Commitment Corporate Membership* option will be deducted from your bank or credit union account with your current payment schedule and the updated corporate membership rate of \$24.00 +GST bi-weekly, per member.

Is Towel Service included in my Corporate Membership? Yes. Towel Service is included, at no charge, in your Corporate Membership. Not every *GoodLife Fitness* location offers Towel Service so please ask an Associate at the Club you're attending if they do.

Can I use any GoodLife Fitness location with my Corporate Membership?

Your *GoodLife Fitness* Corporate Membership will give you access to 250+ *GoodLife Fitness* Clubs in Canada as well as short term access (upon request) to *Énergie Cardio* Clubs in Quebec and *24-Hour Fitness* Clubs in the USA. If you are a Quebec resident and wish to use *Énergie Cardio* as the primary workout location you will receive the same short-term access to *GoodLife Fitness* Clubs. Corporate Memberships do not provide access to *Fit4Less* by *GoodLife* locations. For more details on the above please visit a Club near you.

Are existing GoodLife Fitness members eligible for this offer?

Yes. If you are transferring into this Corporate Membership Program, *GoodLife Fitness* will waive the \$99 membership buyout fee. You will need to register for your new Corporate Membership offer online (through the hyperlink/site indicated above) and complete the section with your existing membership details (membership number or key tag barcode) so your membership details can be updated with your new corporate rate. Please continue to use your key tag for access to the Clubs with your Corporate Membership.

If I sign up online today, when will I have access to the Club?

I am a new GoodLife Fitness Member...

Your new membership key tag will be available at any *GoodLife Fitness* Club immediately after enrolling online. Simply visit the Club of your choice and mention you are a new corporate member and have to pick up your new key tag. You will be required to show photo ID.

I am an existing GoodLife Fitness Member transferring to a Corporate Membership...

You can continue to use the *GoodLife Fitness* key tag you have (you don't need a new one) and are not required to provide anything at the front desk when you go to the Club. Continue to workout as usual.

Are my family members eligible for this offer?

Once you enroll for a Corporate Membership you can buy Corporate Memberships for up to four eligible family members. Eligible family members include your spouse, extended family at or over the age of majority, child(ren), or any minor under your guardianship, as long as they are 12 years-of-age or older. You must enroll yourself into the *GoodLife Fitness* Corporate Program first before the section opens up to enroll family members. All payments for family member Corporate Memberships will need to be paid by you. This includes any added services, such as Tanning, Hot Yoga, Personal Training, etc. Depending on the membership type or service, these will be withdrawn from your bank or credit union account, or paid by credit card.

Will my current bank payments immediately stop when I enroll for this Corporate Membership Program?

If you chose the *No Commitment Corporate Membership* option (bi-weekly payments), your payment information will be updated to the new corporate rate automatically and will be withdrawn on your current payment schedule through the bank or credit union account information you provided previously. This can take up to ten business days to process. If you see more than one payment withdrawn at the old, non-corporate rate, please contact corporateprograms@goodlifefitness.com or 1-800-287-4631.

Can I add Hot Yoga, Personal Training, Tanning, or other paid services to my Corporate Membership?

Yes. These services have an additional cost and can only be purchased and processed at our Clubs (they can't be added online or through the Corporate Wellness Office). As the Primary Member, you will be responsible for any additional services that are added to your membership for yourself and any family members you enroll. Any family members you have enrolled under the Corporate Program must be present when these types of services are being added to the membership under the Corporate Program. Please visit www.goodlifefitness.com for a list of locations offering Hot Yoga, Personal Training, Tanning, etc.

Is there a minimum age to join GoodLife Fitness?

The minimum age to join *GoodLife Fitness* is 12-years-old. A parent or legal guardian is required to sign for anyone under the age of majority in each province. In addition, all members under the age of 18 are required to complete a series of Orientations called a *Youth Passport* in order to help familiarize themselves with the equipment and get comfortable in the Club. This is available at no additional cost. To get started with the *Youth Passport*, please request an appointment at any *GoodLife Fitness* Club.

Can I cancel my Corporate Membership?

The *Annual Corporate Membership* option is a 12-month commitment and cannot be cancelled. The *No-Commitment Corporate Membership* option can be cancelled at any time with 30 days' notice and no cancellation fee. Cancellation can be requested at a Club or through our *Corporate Member Experience Department* at 1-800-287-4631.

Can I place my Corporate Membership on hold?

The *Annual Corporate Membership* option does not permit membership holds.

The *No Commitment Corporate Membership* option allows you to place your membership on hold for a maximum of 6 months for a fee. Please contact a Club or our *Corporate Member Experience Department* at 1-800-287-4631 to do this.

What happens to my Corporate Membership after one year?

If your membership is paid by pre-authorized biweekly payments, payments will continue to be deducted on your current payment schedule for as long as you are eligible under the Corporate Membership Program terms, or until you choose to cancel your membership. There is no renewal action required. If you have selected the *Annual Corporate Membership* option, you will need to renew through the online link that will be emailed to you prior to your membership expiry to avoid service interruption.

How do I renew my Corporate Membership?

If you choose the *Annual Corporate Membership* you will be sent an email with an online link approximately 35 days prior to your expiry date. Please visit <https://corporate.goodlifefitness.com> to renew. Your renewal cannot be completed more than 35 days prior to your membership expiry date. If you choose the *No Commitment Membership Option*, you will not receive any renewal notification and your membership will automatically continue on a month-to-month basis for as long as you are eligible.

What happens to my Corporate Membership if my organization no longer offers this Program?

If the Program is no longer offered, or you are no longer eligible to participate, *GoodLife Fitness* will automatically update all memberships associated with your account to a *no-commitment, preferred rate* of \$25.00 plus applicable tax/per member/payable bi-weekly. Any services that were added to each membership will continue at their regular rates. You can cancel or inquire with our *Corporate Member Experience Team* (1-800-287-4631) about other membership options available or cancel at any time without a buyout fee. This membership does not include Towel Service. Please ask to add Towel Service to your membership(s) for a fee.

Who can I contact if I experience technical issues or have specific questions about this Program?

If you are experiencing technical issues with the site, are unable to complete your membership registration, or you have questions about the Program, please contact the *Corporate Member Experience Department*, toll-free at 1-800-287-4631 or email corporateprograms@goodlifefitness.com.