

FREQUENTLY ASKED QUESTIONS

Are my family members eligible for this offer?

A benefit of the corporate membership program is the ability to add up to four eligible family members to your corporate membership. Eligible family members include your spouse, extended family at or over the age of majority, children or any minor under your guardianship, as long as they are 12 years of age or older. You must register yourself into the GoodLife Fitness corporate program before you can register your family members. All payments for family member corporate memberships, including any added amenities such as lockers, hot yoga, etc., will be withdrawn from your bank account.

Are existing GoodLife Fitness non-corporate members eligible for this offer?

Yes. If you are transferring into this corporate membership program, GoodLife will waive the \$99 membership buyout fee. You will need to register for the new corporate membership offer online and complete the appropriate section with your existing membership details (your existing membership number or key tag barcode number) so that we can automatically update your membership with your new corporate rate. Within ten business days, your payment details will be sent to you in separate emails for your membership and any family memberships you request. Please continue to use your existing membership key tags.

Will my current bank payments immediately stop when I enroll for this corporate membership program?

No, your payment will automatically be updated to reflect the new corporate rate and will be withdrawn on your current payment schedule through the bank account information you provided previously. This will take 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 If you see more than one payment withdrawn at the old (non-corporate) rate, please contact corporateprograms@goodlifefitness.com or 1-800-287-4631.

Key tags

I am a new GoodLife member

If you are a new GoodLife Fitness member, your new membership key tag will be available at any GoodLife Fitness Club two to three business days after registration. Simply visit your club of choice and mention you are there to pick up your new key tag. You will be required to show photo ID when you pick up your key tag.

You are welcome to use the club immediately after your register (before your new key tag is ready). You will be required to sign a guest pass to do so. Please bring a copy of your membership agreement with you, as well as your photo ID.

I am an existing GoodLife member (club or corporate)

If you are an existing GoodLife Fitness member and already have a GoodLife key tag, you can continue to use the club as usual. You can continue to use your current key tag and do not require to sign anything at the front desk.

What are my payment options for this corporate membership program?

Payment is done through a pre-authorized bi-weekly deduction from your personal bank account, or you may select to pay the full amount up front by credit card.

Is there a minimum age to join GoodLife Fitness?

The minimum age to join GoodLife is 12 years old. We require a parent or legal guardian 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 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 Club.

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

Your corporate membership gives you access to all 230+ GoodLife Fitness Clubs across the country, including the 50+ Énergie Cardio Clubs in Quebec.

Is towel service included in my corporate membership?

Yes. Towel service is included with your membership, but not every GoodLife location offers it. Please ask an associate at your club if they offer towel service.

Is squash included?

We do have locations that offer squash. Please visit goodlifefitness.com for more information on these locations.

Is personal training available? And is it included with my corporate membership?

GoodLife Fitness offers personal training at an additional cost to your membership. Please speak with an associate for more details.

Can I add hot yoga or other paid services to my corporate membership?

Yes you can! These services cannot be added through the online corporate membership tool or Corporate Wellness Office, but they can be added and processed directly at the club. As the primary member, you will be responsible for any additional amenities and services such as hot yoga, lockers, etc. that are added to your membership. Family members you have registered under the corporate program must be present when these types of services are being added to their membership under the corporate program. Please visit goodlifefitness.com for a list of our hot yoga locations.

Can I put my membership on hold?

Yes, you can suspend your corporate membership. Please ask an associate at your club for information about this process.

What happens to my membership after one year?

Your corporate membership will continue to be paid by pre-authorized payments on your current payment schedule for as long as you are eligible under the program terms or until you choose to cancel. There will be no renewal action required. If you have selected a paid-in-full membership you will need to renew through the online link prior to expiry to avoid service interruption.