



## **FREQUENTLY ASKED QUESTIONS**

### ***How do I access the online Corporate Membership Program registration tool?***

Please use the following link for registration <https://corporate.goodlifefitness.com> and select your company from the drop down menu.

### ***What is the Corporate Membership rate?***

The annual Corporate Membership rate for your company is \$399.00 plus applicable taxes, per member, per year. The bi-weekly payment will be \$19.19 plus tax.

### ***How do I register for or renew a Corporate Membership?***

Visit <https://corporate.goodlifefitness.com> and enter your @queensu.ca email address. . You will receive a link that will be required for your online membership enrolment. The enrolment process will take approximately 10 to 15 minutes to complete. Have your payment information and your existing GoodLife Membership number or key tag barcode (if applicable) readily available. If you also wish to enroll up to four family members, have their information available before you begin the registration process. GoodLife will send you a copy of your membership agreement electronically after you've completed the online registration process.

### ***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, child(ren) 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 – will be withdrawn from your bank account.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 10 business days, your payment details will be sent to you in separate emails for your membership and any family memberships you register. 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 information will be updated to the new corporate rate automatically 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](mailto:corporateprograms@goodlifefitness.com) or 1-800-287-4631.

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

***I am a brand 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 normal. 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?***

***I am a New GoodLife Member...***

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

***I am an existing GoodLife Member...***

You may continue to pay through a pre-authorized deduction from your personal bank account and we will match your current payment schedule with the updated rate or you may choose to pay in full via 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 280+ 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 in your membership, however not every GoodLife location offers Towel Service. Please ask a friendly Associate at your Club if they offer Towel Service.

***Is Squash included?***

We do have locations that offer Squash. Please visit [www.goodlifefitness.com](http://www.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 at the Club(s) for 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, however are instead 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. Any 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 [www.goodlifefitness.com](http://www.goodlifefitness.com) for a list of our Hot Yoga locations.

***Can I put my Membership on hold?***

Yes, you are able to suspend your Corporate Membership. Please contact Member Experience at [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com) or 1-800-287-4631 for information about this process.

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

In the event that your company no longer offers this program, or if 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 per Membership, payable bi-weekly plus taxes. Any amenities that were added onto each Membership will continue at their regular rates. You can cancel or inquire with our Member Experience Team (1-800-287-4631) about other Membership options that are available at any time without a buyout fee. This no-commitment preferred rate does not include Towels; please visit a Club if you want to add Towels onto this Membership.

***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.

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

If you are experiencing technical issues with the site and are unable to complete your Membership registration, please contact the GoodLife Member Experience Team toll-free at 1-800-287-4631.

***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).