



## CERT 2.0

### FREQUENTLY ASKED QUESTIONS

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

Please use the following link to register for your membership: <https://corporate.goodlifefitness.com>.

#### ***How do I renew my corporate membership?***

If you paid in full for your membership, a reminder email will be sent to the personal email you used upon enrollment, provided you have not unsubscribed from GoodLife emails. You will receive this 35 days prior to your expiry date. Once received, please visit <https://corporate.goodlifefitness.com> to renew. Please note that your renewal cannot be completed more than 35 days prior to your expiry date.

If you pay bi-weekly or monthly for your membership, you will not receive a notification. Your membership will automatically continue on a month-to-month basis.

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

The paid-in-full membership is for one-year term and cannot be canceled. The bi-weekly and monthly memberships are no-commitment and may be canceled at any time with 30 days' notice. This may be done by logging into the GoodLife member portal <https://www.goodlifefitness.com/home.html>, or through our Member Experience Department at 1-800-387-2524, [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com).

Please note: Each member is responsible for canceling their own membership; the primary member (employee) may not cancel the membership on behalf of their family member. The primary member may contact the Member Experience Department toll-free at 1-800-387-2524 or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com) to remove a family member's billing. Their rate will increase to regular rates and a method of payment will need to be provided.

#### ***Can I place my corporate membership on hold?***

If you have a bi-weekly or monthly paid membership, you may place it on hold for a minimum of four weeks/one month to a maximum of six months per calendar year. A fee may be applicable based on your membership type. Membership types with free holds are noted on the online registration platform. Please log into your GoodLife member portal at [www.goodlifefitness.com](http://www.goodlifefitness.com) or contact the Member Experience Department at 1-800-387-2524, [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com) to request your membership hold.

Only select membership types on paid-in-full memberships may be placed on hold. Membership types with holds are noted on the online registration platform. Please log into your GoodLife member portal at [www.goodlifefitness.com](http://www.goodlifefitness.com) or contact the Member Experience Department toll-free at 1-800-387-2524 to request your membership hold.

Please note: Each member is responsible for requesting the hold of their own membership; the primary member (employee) may not put another family member's membership on hold.

#### ***What membership types do you offer?***

GoodLife Fitness offers a variety of membership options to suit your needs and goals. For more information, please visit: <https://www.goodlifefitness.com/membership.html>. Please note: The prices listed are regular rates and not your corporate membership rates.

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

If you are paying bi-weekly or monthly you may change your membership type by visiting <https://corporate.goodlifefitness.com>.  
If you paid in full for your membership, you may change your membership type upon the expiry date of your pre-paid term.

***Can I add a family member with this offer?***

You may add one family member under your corporate membership plan. As the primary member, you must register yourself into the GoodLife Fitness corporate program before you can register your family member. When adding family, you must select the same payment frequency and payment method as your own. All bi-weekly or monthly payments for your family member, including added amenities such as locker service, Hot Yoga etc., will be withdrawn from your bank account. The paid-in-full option must be paid by credit card.

***Can my family member choose a different membership option than me?***

Yes, however, it must be on the same payment frequency and paid by the same payment method.

***I am an existing GoodLife member. Am I eligible for this offer?***

Yes, you will need to register for the new corporate membership offer online. In the appropriate section, please enter your existing membership details: your current membership number or barcode number. This is required so we may cancel your existing membership and set up your new corporate membership. You will be able to continue to use your existing barcode.

***Do I need to cancel my existing GoodLife membership to enroll under my corporate membership program?***

No, this is not required. By entering your existing membership information, the cancelation and new membership will be processed for you.

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

***I am a new GoodLife member...***

You can choose pre-authorized bi-weekly or monthly payments for a no-commitment membership that will be deducted from your personal bank account, or you may select to pay in full for a 12-month term membership by credit card.

***I am an existing GoodLife member...***

You may continue to pay through pre-authorized deductions from your personal bank account for a no-commitment membership, or you may choose to pay in full for a 12-month term membership by credit card.

Please note, the enrollment fee is waived on all corporate memberships. Once the membership type is selected, the cost is the same whether paying in full, bi-weekly or monthly.

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

Yes, the minimum age to join is 12 years. If your family member is below the age of majority for your province, we require a parent or legal guardian to sign on behalf of the minor.



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

***I am a new GoodLife member...***

Your barcode will be available at any GoodLife Fitness club immediately after registration. Please contact your home club location to book an appointment. You will be required to show photo ID when you pick up your barcode.

***I am an existing GoodLife member (club or corporate)***

You may continue to use the club without interruption. Your current barcode may still be used and no signature will be required at the front desk.

***Is Personal Training available?***

GoodLife Fitness offers Personal Training at an additional cost. Upon enrolling in your corporate membership, you will have an option to purchase a Personal Training Starter package. If you have any questions regarding Personal Training, please speak with an associate at the club for further details.

Please note: Personal Training services are not available at all club locations.

***What happens if I am no longer eligible for this corporate program?***

If you paid in full for your membership, your membership will remain active for the remainder of your pre-paid term and you may continue to use the club. Following this time, please visit your home club for further details.

If you pay bi-weekly or monthly, your membership fees will automatically change to the non-discounted rate applicable on your original date of purchase for the membership type you selected.

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

Your corporate membership will continue on pre-authorized payments until you choose to cancel. No renewal action is required. If you have paid in full, you will need to renew through the online link prior to expiry to avoid service interruption.

***Am I able to change my payment frequency?***

If you pay by pre-authorized bi-weekly or monthly payments, you are able to change your membership to a paid-in-full option at any time. Through the online registration tool, select your paid-in-full membership option. Your pre-authorized payments will be stopped and your new term date will begin once the period for your pre-authorized payment has concluded.

If you selected a paid in full option, you may sign up for pre-authorized bi-weekly or monthly payments once your term expires. Please note that current membership rates will apply.



***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 Member Experience Department toll-free at 1-800-387-2524 or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com). If you are an existing GoodLife Member, you can log into your GoodLife account and select Member Chat for assistance.

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

Please contact the Member Experience Department 1-800-387-2524 or [corporateprograms@goodlifefitness.com](mailto:corporateprograms@goodlifefitness.com).

***For further information regarding club policies, rules and club access please visit <https://www.goodlifefitness.com/faq.html>.***