

FREQUENTLY ASKED QUESTIONS

What is the corporate membership rate?

The rate for MGEU is \$509.00 plus GST, per member, for a one-year membership. There is also a 'no commitment, cancel at any time without penalty' membership option available for \$24.00 plus GST, payable biweekly, per member.

How do I enroll online for a corporate membership?

Please enroll at <https://corporate.goodlifefitness.com>

The enrolment process will take approximately 10 to 15 minutes to complete. Have your payment information available (credit card and/or account details depending on payment option chosen). **If you are an existing GoodLife Fitness member, have your membership number or key tag barcode readily available.** If you wish to enroll family members (up to four), have their information available before you begin the registration process. GoodLife Fitness will send you a copy of your membership agreement electronically after you've completed the online registration process.

Once you're on <https://corporate.goodlifefitness.com> click 'My Primary Workout Location Will Be Outside of Quebec' and then click on LOGIN/SIGN UP. The next page will ask you to Create or Sign In to our Member Site.

Existing GoodLife Member? Login with your email and password (you've used to login previously). You will be asked if you would like to connect your previous contact information to this new account/membership.

New to GoodLife? Sign Up using your preferred email address and create a password or sign in with your social media account (i.e. Facebook, Instagram, etc.).

The above will take you to our Member Site where you'll be asked to:

Select Company

Select **MGEU** from the Company/Organization drop-down menu.

Enter Unique ID

Enter your MGEU Member Number.

Are my family members eligible for this offer?

Yes, once you become a member (register), you have the ability to purchase corporate memberships **for up to four eligible family members**. Eligible family members include your spouse, significant other, 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 first before you will be able to register family members. All payments for family member corporate memberships – including any added amenities purchased at our Clubs (such as lockers, hot yoga, etc.) – will be withdrawn from your payment information.

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

Yes. If you are transferring to this corporate membership, GoodLife Fitness will waive the \$99 membership buyout fee. You need to register online (as indicated above) and complete the existing member section with your membership number or key tag barcode. We will 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 tag for your new corporate membership.

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

Your payment information will be updated to the new corporate rate according to the membership and payment option you choose. This may 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.

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

I am a new GoodLife Fitness member...

Your membership key tag will be available at *any GoodLife Fitness* club the day after you've registered for your membership. Simply visit your club of choice and mention you are a new member and would like to pick up your membership key tag. You will be required to show photo ID when doing so.

I am an existing GoodLife Fitness member...

If you were an existing *GoodLife Fitness* member prior to switching to this new membership and already have a *GoodLife Fitness* key tag, you can continue to use the clubs as normal. You will continue to use your existing key tag for your corporate membership and are not required to pick up a new one or sign anything at the front desk.

What are my payment options for this corporate membership program?

I am a new GoodLife Fitness member...

Payment may be made for the annual membership, up front, and in full, by credit card. If you choose the bi-weekly payment option (the no commitment membership option), these payments will be deducted through a pre-authorized, bi-weekly deduction from your personal bank or credit union account.

I am an existing GoodLife Fitness 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 bi-weekly corporate membership rate, or you may choose to pay in full for the annual membership, up front, by credit card.

Is there a minimum age to join GoodLife Fitness?

The minimum age to join *GoodLife Fitness* is 12-years old. We require a parent or legal guardian to sign for anyone under the age of majority in each province. All members under the age of 18 are required to complete a series of orientations called a **Youth Passport** 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 Fitness* club.

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

Your corporate membership allows you to go 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 Fitness* location has towel service and *Énergie Cardio* clubs do not offer towel service. Please ask a friendly associate at your club if their location offers towel service.



Is personal training available?

GoodLife Fitness offers personal training at an additional cost. Please speak with an associate at the club(s) for details.

Can I add hot yoga, tanning, 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 they can be added and processed directly at our clubs. 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 by your self AND any family members you’ve registered under the corporate program. Please visit www.goodlifefitness.com for a list of our locations offering hot yoga, tanning, etc.

What happens to my membership if my company/organization no longer offers this corporate program?

In the event this program is no longer offered, or you are no longer eligible to participate in the program, GoodLife Fitness will automatically update all memberships associated with your account to a **no-commitment**, preferred rate of \$25.00 plus applicable taxes per membership, payable biweekly. 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 and does not include towel service. Please ask a club if you want to add towel service onto this membership type.

What happens to my membership after one year?

If you have selected an up front, paid-in-full membership for the year, you will need to renew through the online link you registered for your membership. Ensure you do this prior to expiry of your membership to avoid service interruption.

If you chose the membership with biweekly pre-authorized payments, your membership will continue on your current payment schedule for as long as you are eligible under the program terms, or until you choose to cancel. There is no renewal action required for this membership type.

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

Tip for smooth enrollments: Some individuals experience technical difficulties when trying to enroll on either a Mac or wireless device. If this happens, please try enrolling on a PC or regular laptop and use *Google Chrome* as your browser to do so.

If you still experience 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** or email corporateprograms@goodlifefitness.com

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

Please contact corporateprograms@goodlifefitness.com or 1-800-287-4631.