

IMPORTANT UPDATES REGARDING YOUR CORPORATE PARTNERSHIP PROGRAM

March 24, 2020

Dear Valued Corporate Partner,

As per the public announcement made earlier last week, we have made the decision to close operations at all of our Clubs effective **Monday, March 16 until further notice**, to ensure we are doing our part to flatten the curve and impact of COVID-19.

As we have said over the course of this time, the health & safety of our Associates and Members is our *highest* priority. This decision was a difficult one but has become absolutely necessary.

During this interim period there are few important updates regarding your partnership with us.

1. We will not be processing agreement renewals or program transitions during the closure period. As a result, we will honor your existing agreement terms for a 90-day period post our clubs re-opening.
 - a. Partnership with an April - June anniversary date who have already received your agreement renewal documentation, please send the signed agreement and eligibility to your Corporate Partner Specialist by the date previously indicated. We will hold off on processing these until our clubs re-open and you will be contacted accordingly.
 - b. You will be contacted by your Corporate Partner Specialist upon their return to work.
2. All members who purchased a Paid-in-Full membership will receive an automatic expiry date extension reflective of the time period we are closed.
3. All members who pay biweekly dues for their membership have had all payments stopped and they will not resume until our clubs re-open.
4. All proactive communication via email and phone will be suspended during this time.
5. Any outstanding invoice credits will appear on the first invoice once we re-open.
6. Our Online registration website as well as the member request webform will remain closed until our clubs re-open.
7. Please do not send any additional Unique ID uploads until further notice as these will not be processed at this time.
8. Urgent partner inquiries can be directed to Tammy Brazier at tbrazier@goodlifefitness.com and she will get back to you as quickly as possible.

It is our intention to get back to servicing our members and associates as soon as it is safe to do so and we appreciate your support and patience during this time.



**Important Corporate Partner Update:
COVID-19**

GoodLife Workplace Wellness Team