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.

How do I register for a Corporate Membership?
The enrollment process will take approximately 10 to 15 minutes to complete. Please visit https://corporate.goodlifefitness.com
You will be prompted to create or log into a "My GoodLife" account. Following this process you will enter your company name and unique ID. This is a new step in the process of enrollment as of December 1st, 2017. If you have never created a MyGoodLife account previously, you will need to "Sign up" using your personal email and create a password. Please retain your password for future as you will be prompted to log in to this account for subsequent renewals. Following this initial user account set up you will be taken to the authentication process. 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.

How do I renew my Corporate Membership?
If you paid in full for your membership an email will be sent to your personal email you used upon enrollment 35 days prior to your expiry date. Please visit https://corporate.goodlifefitness.com to renew. Your renewal cannot be completed more than 35 days prior to your expiry date. If you chose to pay bi-weekly for your membership, you will not receive any notification. Your membership will automatically continue on a month-to-month basis.

What is my unique identifier?
The unique identifier you need to access the online registration tool is your Heritage Club membership number.

Can I cancel my corporate membership?
The paid in full membership is a 12-month commitment and cannot be cancelled. The bi-weekly is a non-commitment membership and can be cancelled at any time with 30 days' notice. This can be requested at the club or through our Corporate Member Experience Department at 1-800-287-4631

Can I place my membership on hold?
Membership holds are not permitted for the paid in full option. If you opt into the bi-weekly option you may place your membership on hold for a maximum of 6 months for a fee. Please contact the club or our Corporate Member Experience Department at 1-800-287-4631.

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 or for paid in full, the additional memberships will be paid by credit card.

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). 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 can 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.

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 immediately 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.

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 GoodLife Fitness membership will give you access to 250+ GoodLife Fitness clubs as well as short term access to both Énergie Cardio and 24 Hour Fitness. For more information on this please visit a club near you. If you are a Quebec resident and wish to use Énergie Cardio as the primary workout location you will receive the same short term access to GoodLife Fitness.

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 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, but rather, 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 for a list of our Hot Yoga locations.

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 Corporate Member Experience Department toll-free at 1-800-287-4631.

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

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