

## CERT – FREQUENTLY ASKED QUESTIONS

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

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

### **I am receiving an error when entering my unique ID authentication?**

Contact your company to ensure you are using the correct unique ID and to confirm your eligibility.

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

The membership types may vary depending on your selected club. Once you log into the online registration platform, you will be able to view all your membership options.

### **Which membership types include access to Group Fitness classes?**

Group Fitness classes are included in Ultimate, Performance and Essential Plus (where available) memberships. The Essential and Premium memberships do **not** include access to Group Fitness classes. This is visible once you log into the online registration platform. Our Hot Yoga program is only included in the Performance membership.

### **How can I find my company membership rate?**

- 1) You will need to authenticate your eligibility on the initial page <https://corporate.goodlifefitness.com>.
- 2) Log in to your GoodLife account or select Create New.
- 3) Select the club of your choice to see the membership types and rates available. The rate listed is the discounted corporate program price.

Membership types and payment options are available to review prior to completing the sale.

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

Your key tag will be available at any GoodLife Fitness club immediately after completing the registration. You will be required to show photo ID on your first visit. Afterwards, you are also encouraged to download the GoodLife Fitness App, where you will have a QR code that can be used to enter the club locations.

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

Paid in full memberships will be sent an email 35 days prior to your membership expiry date. This email will be sent to your personal email address on file, provided you have not unsubscribed from GoodLife emails. Please visit <https://corporate.goodlifefitness.com> to renew.

Bi-weekly or monthly memberships will automatically continue until you terminate.

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

Bi-weekly or monthly members can freeze their membership for a minimum of 4weeks/1 month and no more than 6 months in a one-year period. A fee may be applicable based on your membership type. Membership types with free freezes are noted on the online registration platform.

Only select paid in full memberships may be placed on freeze. Membership types with freezes are noted on the online registration platform.

Please note: Once registered, you may log into your GoodLife Member Portal at [www.goodlifefitness.com](http://www.goodlifefitness.com) to request your membership freeze. Each member is responsible for requesting the freeze of their own membership; the Primary Member (employee) may not put another Family Member's membership on a freeze.

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

Paid in full memberships are a one-year commitment period. You may not cancel your membership before the expiry of the commitment period.

Bi-weekly or monthly memberships are a month-to-month commitment period. Your membership will continue until you terminate, by giving us one month's advance notice through the GoodLife Member Portal at <https://www.goodlifefitness.com>. Each member is responsible for cancellation of their own membership, notwithstanding that the member may not be the Primary Member.

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

The Primary Member must be a GoodLife corporate member before adding a family member. Regardless of which membership they select they will receive the same corporate discount. Each member must have the same payment frequency and payment method as the Primary Member.

## **Can I stop paying for my family members pre-authorized payments?**

The Primary Member can remove their billing information for the family member with one month's advance notice, by contacting the Member Support Team. The family member's rate will increase to regular non-discounted rates and a method of payment will need to be provided.

## **Can I cancel my family members pre-authorized payment membership?**

Each member is responsible for canceling their own membership; the Primary Member (employee) may not cancel the membership on behalf of their Family Member.

## **I am an existing GoodLife member. Can I still take advantage of my corporate discount?**

Yes. Your membership will automatically be updated to the corporate discounted membership, once you complete the registration through <https://corporate.goodlifefitness.com>

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

You can choose pre-authorized bi-weekly or monthly payments that will be deducted from your personal bank account or you may select to pay in full for a one-year commitment membership by credit card.

## **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.

## **Is Personal Training available?**

GoodLife Fitness offers Personal Training at an additional cost. Upon enrollment there is the option to purchase a 4 session or 7 session Personal Training Starter package. No corporate discount applies to Personal Training packages.

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

Paid in full memberships will remain active for the remainder of your pre-paid commitment.

Bi-weekly or monthly membership fees will automatically change to the non-discounted rate indicated on your Membership Agreement.



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

Bi-weekly or monthly members can change to a paid in full membership by visiting <https://corporate.goodlifefitness.com>. Your pre-authorized payments will be stopped and your new commitment date will begin once the period for your pre-authorized payment has concluded.

Paid in full members may sign up for pre-authorized bi-weekly or monthly payments once your commitment period has expired.

**How can I update my personal information?**

You can update your information by logging into your GoodLife account at <https://www.goodlifefitness.com>. You can update your address, phone numbers and bank account details. You can also review your membership agreement and request a receipt.

**For further information regarding club policies, rules and club access please visit:**

<https://www.goodlifefitness.com/faq.html>

If you have any additional questions or issues, please contact our Member Support Team at 1-800-287-4631 or [corporatemembers@goodlifefitness.com](mailto:corporatemembers@goodlifefitness.com).