



**What is happening with the BFit Gyms?**

- All BFit locations will permanently close on June 12 at 8 p.m. In order to help you stay fit and keep after your goals, all monthly BFit memberships will be transferred to 24 Hour Fitness.

**I've heard that BFit is owned by 24 Hour Fitness. Is that true?**

- BFit Gyms is a separately run company of 24 Hour Fitness, and we are pleased that our BFit Gyms members can continue their fitness goals in our 24 Hour Fitness clubs.

**How will members be notified?**

- An email will be sent to affected members on June 11, 2020, alerting them to the club closures.

**What is happening with my monthly BFit membership?**

- BFit members will be transferred to a 24 Hour Fitness All-Club Super-Sport membership with the same BFit membership monthly dues rate. We are asking members to please provide billing information for dues and annual fee debits within 30 days of receiving your new membership number.

**Will I get a new member number?**

- Yes, 24 Hour Fitness will issue all members a new membership number. You will be provided with the new member number prior to the reopening of your local 24 Hour Fitness clubs.

**How will I know when the clubs in my area are reopened?**

- You will receive an email with information regarding the clubs reopening in your area. Please also be sure to stay up to date via our website [here](#).

**How will I access my new club when it reopens?**

- Once you are provided with a new member number, download our free 24GO® app to your mobile device so you can make a workout reservation and use our touch-free check-in system. Please [click here](#) for more information on what we are doing to help keep our members and team members safe during this unique time.

**Will I get access for time I paid for while the clubs were closed due to COVID-19?**

- Yes. Access for the first 50 days will be provided to account for time paid for and not used during COVID-19 closures.

**Will my Designated Users still be able to use my membership?**

- Designated users are eligible for a 90-Day Gift of Fitness All-Club membership that may be redeemed anytime before December 31, 2021. An email with a promotion code will be sent within 30 days of the club opening.

**Will my BFit membership still be sharable?**

- While the membership sharing program will not be continued, BFit monthly dues members will have the option to add a free 12-month Buddy Pass for a friend or family member to join them while they work out.

**Will 24 Hour Fitness honor my BFit annual fee rate?**

- Yes. The annual fee will continue at \$39 per year as indicated in your BFit membership agreement. As a courtesy, 24 Hour Fitness has agreed to waive the 2020 annual fee for BFit members who are transitioned.

**What is happening with my personal training sessions?**

- Personal training sessions are serviced by Lighthouse Fitness and are not being transferred to 24 Hour Fitness. Please contact Lighthouse Fitness Management at 470-885-5000 regarding unused sessions.

**Are former BFit members eligible to purchase Personal Training with 24 Hour Fitness?**

- Yes, our team members will be happy to assist with purchasing training sessions with 24 Hour Fitness.

**What if I'm already a 24 Hour Fitness member?**

- Please review both membership terms and rates to determine which membership will better meet your needs. If your local club is opened, please let them know which membership you would like to keep. You can also send an email via our [contact us](#) page for assistance.

**What if I don't want to transfer to 24 Hour Fitness?**

- You will have the opportunity to access 24 Hour Fitness clubs for 50 days with no fees, once your transfer club opens, for the unused time due to the COVID-19 closures. We hope that the 50-day period will allow you to see everything that 24 Hour Fitness has to offer and to meet our great team. If you would still prefer not to continue after the 50-day period, please let your club know.

**I heard 24 Hour Fitness is declaring bankruptcy. What does this mean for me?**

- 24 Hour Fitness is continuing to reopen clubs and welcome back club members in select locations nationwide, carefully following state and local government and public health agency guidelines. For more information on our Chapter 11 filing, please visit <https://www.24hourfitness.com/restructure>.

**How can I get a hold of 24 Hour Fitness?**

- Please contact your previous BFit location and your call will be appropriately routed to 24 Hour Fitness.

| <b>BFit Locations</b>                 | <b>Phone Number</b> |
|---------------------------------------|---------------------|
| Beaverton/Raleigh Hills, Portland, OR | 503-673-2771        |
| Gresham, Gresham, OR                  | 506-660-3030        |
| Happy Valley/Clackamas, Clackamas, OR | 503-489-9330        |
| Keizer, Keizer, OR                    | 503-390-1065        |
| Tualatin/Tigard, Tigard, OR           | 503-446-5040        |