

# UPDATE FOR OUR MEMBERS

Dear Member,

I hope that you and your families are healthy and safe and finding a way to stay active during this unprecedented time. I want to start by thanking you for all the supportive emails, social tags, thoughtful ideas and recommendations as well as critical feedback about how we have responded to COVID-19.

While much around the impact of COVID-19 remains uncertain, I want to share some updates with you on additional actions we are taking in response to the ongoing pandemic. On March 16, we made the difficult decision to close all our clubs, and we announced at that time memberships would be extended to cover the time of club closures.

**Based on current public health projections, it appears our clubs may need to be closed for an extended period of time. As such, we will suspend all membership billings, including billings for any additional services and fees, effective April 16, if we are unable to reopen clubs by that time in your area.** For the membership billings that were charged from March 17 through April 15, members will receive additional days of access equal to the number of days paid for while the clubs were closed in your area. That extension will apply at the end of the membership. If you have a pre-paid membership, your end date will be extended to cover the amount of time the clubs are closed in your area.

During this critical time for our business, our goal has and will continue to be focused on surviving this crisis so that we can ultimately emerge and welcome our team and club members back when it is safe to do so.

I recognize this is a difficult time for you and your family because of the uncertainty caused by COVID-19. Many of you have reached out to our member services department. We are aware that the overwhelming volume of requests has resulted in a significant delay in our response times, and for that I greatly apologize. We have added additional team members to improve our capabilities, and we will respond to your requests as soon as possible.

I realize that some of you may want to cancel, but I personally hope you don't. For those of you with the desire to cancel you can go to [24hourfitness.com](https://24hourfitness.com), click on the link and follow the instructions to submit your request to cancel.

While our doors remain closed, we look forward to seeing you on 24GO®, and on 24GO LIVE, our new 24/7 workout experience being broadcast on the 24 Hour Fitness YouTube Channel, and other virtual fitness solutions. We will continue to provide you with updates about club reopening status, and you can also visit [24hourfitness.com](https://24hourfitness.com) for information.

Please stay safe.

All my best,



Tony Ueber, CEO

