

24 HOUR FITNESS PLANS FOR REOPENING CLUBS

Dear Member,

I hope that you and your families are healthy and safe and finding a way to stay active during this unprecedented time. We are pleased to see so many of you on our 24GO® app, 24GO® LIVE and other virtual fitness options. Good health and fitness are more important than ever, and we are trying to do our part to help you maintain your exercise and workout goals from home.

You may have seen news reports about federal and state authorities planning for the reopening of America. At 24 Hour Fitness, we look forward to reopening clubs as soon as it is safe to do so. We have a dedicated team here at 24 Hour Fitness who have been working for weeks developing our plans to reopen clubs in order to create a safe and welcoming environment for you to feel comfortable and enjoy your workout.

As we prepare for this moment, we are reimagining the club experience from touch-free club check-in through the 24GO app, as well as social distancing throughout the club with space between equipment and between individuals in group fitness classes. We will share more details with you in the near future and look forward to seeing you in our clubs. Please rest assured we will carefully open clubs in accordance with public health guidelines and in a manner that safeguards the health and well-being of our members and team.

You may also have seen news reports about the challenges facing the fitness industry and clubs, including 24 Hour Fitness. I expect there will be continued coverage and speculation about the actions we will take to continue operations. Regardless of any near-term challenges faced by 24 Hour Fitness and the fitness industry generally, I remain confident that we will reemerge stronger and better for the long term. Like many companies, we are looking at a number of different opportunities to work with our partners to improve and enhance value.

We look forward to providing updates about our club reopening plans in the coming weeks. You can visit 24hourfitness.com for the latest information.

We also wanted to take this opportunity to reaffirm that all member billings, including billings for any additional services and fees, have been suspended. Billings will not be reinstated until such time as clubs are able to reopen to members.

Many of you have been with 24 Hour Fitness for decades, and we remain grateful to you for your loyalty and patience.

Please stay healthy and safe.

All my best,



Tony Ueber, CEO

