



## Corporate Wellness FAQs



- 1. What membership access level is a CORP membership?** CORP memberships are equivalent to PLATINUM memberships providing access to all locations and in-club amenities; CORP memberships do not include additional services like guest privileges or hydro massage.
- 2. What membership access level is a CORP+ membership?** CORP+ memberships are equivalent to PLATINUM PLUS memberships providing access to all locations and in-club amenities. CORP+ memberships also include additional services like guest privileges, hydromassage, and unlimited virtual Les Mills classes.
- 3. Do I have access to all EoS Fitness locations?** Yes! You will have access to ALL EoS Fitness locations in all markets.
- 4. Must there be EFT or a debit/credit card on file?** Yes, all memberships are billed automatically from either a checking or savings account or debit/credit card monthly.
- 5. When will my first monthly payment be billed?** 14 days after you enroll.
- 6. Personal training is listed as a feature. Are there more details around this such as how many days per week, duration per session, etc.?** Because this is an additional cost after membership, we encourage everyone to take advantage of their complimentary 1-hour Welcome Workout with a personal trainer to find the program that best fits their needs.
- 7. What is the Annual Membership Fee?** The annual membership fee (AMF) ensures that your monthly dues will never increase and that your gym access will never change. Even if EoS has renovations, adds new equipment, or if there are increases in operating costs, EoS Fitness cannot change your membership because you pay the AMF annually.
- 8. For unlimited VIP guest privileges, is pre-registration needed prior to bringing the guest to the gym? If so, how much advance notice is needed?** There is no pre-registration or advance notice needed. We just ask that your guest be with you when you're entering the gym.
- 9. How many guests can you register for and does the same guest need to be registered each time?** You can register as many guests as you want! You can only bring one guest at a time, they must enter the gym when you do, and on their first visit we ask they bring their photo ID to sign for their VIP Guest membership.
- 10. What's the minimum age requirement for a VIP guest?** 18 years old; \*If the primary member is their parent or legal guardian, 16 years old.
- 11. How do I register for Kids' Club services? What is the cost?** Kids' Club is an additional service you can sign up for during your online enrollment, or afterwards in the club. The cost of Kid's Club varies by market. See your local EoS Fitness for details. This is for unlimited monthly visits.
- 12. What are the age requirements and time limits?** Kids' Club is open to children ages of 2 months to 12 years old for a maximum of 2 hours per day.
- 13. How does my wellness program have a benefit over normal enrollment?** The corporate wellness program provides up to 100% off enrollment, up to 100% off the annual rate guarantee fee, and up to 60% off the monthly dues, saving up to \$250 annually.
- 14. What do I do if I'm already an EoS Fitness Member?** Email [wellness@eosfitness.com](mailto:wellness@eosfitness.com) for the details on how to cancel your current agreement, prior to enrolling for your corporate option.
- 15. What if I want to change my membership plan later?** You can always downgrade your membership, but it will be the at standard membership rates, including the \$49.99 annual rate guarantee fee.