

## Four Seasons Health Club

### REOPENING PLAN FAQs



#### Membership / Account Questions

- **Q: How do I reinstate my frozen or cancelled membership?**
- A: Please email [information@4seasons-club.com](mailto:information@4seasons-club.com) to get help on reinstating your membership.
  
- **Q: I paid for the full year or 6 months, will I still get a credit?**
- A: Yes, paid in full memberships will still receive the club-wide issued credits equal to their equivalent monthly dues paid. Please see information below for more details on in-club credits.
  
- **Q: I need to renew my paid in full membership, how should I do this?**
- A: To renew your paid in full membership, you may do so via phone or in person. If you have questions prior to renewing, please submit them to [information@4seasons-club.com](mailto:information@4seasons-club.com).
  
- **Q: I need to make changes to my current agreement, how can I do this?**
- A: Please submit your requested changes to [information@4seasons-club.com](mailto:information@4seasons-club.com). We will reach out to confirm and make changes via phone or by appointment.

#### Credits and perks issued to members that remained active during closure

- **Q: When will I receive the credits and perks on my account mentioned in previous members emails?**
- A: In-Club Credits will post to the primary member's account balance shortly after club re-open, estimated to post by the first week in July. This applies for the bonus Perksville points as well.
  
- **Q: What can I use my credits for and how many months of credit are being issued?**
- A: In-Club Credits will be issued for months of full closure, which has been April and May, and will be equivalent to your monthly payment amount. This credit can be applied to any club purchase such as apparel, refreshments, services (Personal Training, The PIT, SGT, Group & Private Swim Lessons, Swim Team, Karate, SLX, etc.), and program registrations. We are not able to apply it towards membership dues given how we invoice our dues, and the complexity of our membership structure.
  
- **Q: How can I redeem my bonus points or club credits?**
- A: Both Perksville points and In-Club Credits can be redeemed at the front desk. Please note that guest passes will not be available for redemption until it is deemed safe to lift all social distancing restrictions, however Perksville points do not expire on active memberships.