

## CDHA/GoodLife Fitness – FAQs

**Q. I already have an individual membership with GoodLife Fitness. Can I cancel my existing membership and take advantage of the discount program?**

A. Yes, existing GoodLife Fitness members can cancel their individual memberships by downloading a special [cancellation form from CDHA's website](#). The cancellation will be processed upon submission of the completed form to CDHA by fax (613) 224-7283 or by email [kzhao@cdha.ca](mailto:kzhao@cdha.ca).

**Q. I have a GoodLife Fitness membership through another GoodLife Fitness corporate program. What happens if I decide to become a CDHA member? Am I precluded from taking advantage of the CDHA/GoodLife Fitness discount program?**

A. Not at all. Once your existing GoodLife Fitness membership expires, you are free to join the CDHA/GoodLife Fitness discount program without penalty.

**Q. Can my family members sign up for the program as well?**

A. Yes, however, you must be a member of the CDHA/GoodLife Fitness program before your family members may join. A "family member" is defined as a husband, wife, same sex partner, boyfriend/girlfriend or dependent of the CDHA member, living together under the same roof.

**Q. I understand your program starts November 15 but what if I want to sign up after this date?**

A. You can still sign up and your annual membership will be prorated accordingly. If you sign up before the end of a particular month, your start date is the 15<sup>th</sup> of the next month. If you miss the November 15 deadline and want to start as soon as possible, take your CDHA/GoodLife Fitness receipt to your local GoodLife Fitness club to inquire about options to bridge the time before your CDHA/GoodLife Fitness membership commences on the 15<sup>th</sup> of the following month.

**Q. How do I know if there is a GoodLife Fitness facility in my area?**

A. Please visit [www.goodlifefitness.com](http://www.goodlifefitness.com). GoodLife Fitness is continuing to expand its facilities across Canada. Check their website for updates on new locations, facilities, and for a schedule of fitness programs and classes.

**Q. How do I receive my CDHA/GoodLife Fitness membership card?**

A. Please go to your local GoodLife Fitness club with photo ID to pick up your membership card.

**Q. How can I get a replacement CDHA/GoodLife Fitness membership card?**

A. Please go to your local GoodLife Fitness club to request a replacement card.

**Q. How do I obtain a receipt?**

A. A receipt will be emailed on the 1<sup>st</sup> of the month that your membership starts.

*Once you've signed up for a CDHA/GoodLife Fitness membership, please [click here](#) to read a welcome letter which further details how to get started at GoodLife Fitness.*