



Dear Valued Member,

We are excited to announce a few upcoming changes at Family FitnessWorks. In an attempt to serve our members better in an ever growing web-based world, and to be more earth friendly, we will be adding new online capabilities. In the near future, we will have the capability to take online payments, and change your automatic billing information, via our website! With the exciting new addition of the Sports Plex, athletes will be able to register for upcoming camps, leagues & tournaments and view brackets via an easy-to-use app on your phone! All of these things will be available in the coming months.

We would also like to take this opportunity to inform you of some new membership packages and coming changes to Membership Terms & Conditions; these changes will take effect on October 1st, 2015.

The standard month-to-month rate for all Family FitnessWorks memberships will be \$45/month through Automatic Withdrawal (from a Checking Account or Credit Card). We will continue to offer a "Cash Option"; this option will be \$50/month. A rate of \$42/month will be available through a new offer, simply obtainable through a 12-month Membership Agreement; this offer is available to new and current members. If you currently hold a membership other than a standard membership (i.e. Corporate, Charter, Senior, Student or Active Military), your rate will expire at the end of September and your membership rate will be converted to \$35/month.

If you have more than one person on your account, you'll be interested in knowing that we are restructuring how these accounts are set up. "Couple Memberships" (2-person) will be \$77/month, "Family Memberships" (3 or 4 persons) will be \$115/month, and "Family 5-Plus Memberships" (5 or more persons) will be \$160/month. If you have a non-standard membership, simply subtract \$10/month from those stated rates. We also will have All-Inclusive packages available for access to the gym, Rec Plex and Sports Plex.

It has been five years since the last time we made changes to our rate schedules, at which time we did so to afford newer and updated equipment, during our extensive expansion into the current main facility. We continue to offer more and more programs and amenities, and have borne the financial weight thus far. With increasing costs of doing business, we must make up those costs elsewhere. Many fitness facilities have started to charge for group fitness classes, incur an annual or semi-annual up-charge, etc. Rather, we are going with these proposed changes to keep from 'nickel & diming everyone to death'.

Effective October 1st, 2015, there will be a \$5 Fee for each instance of a Credit Card Decline & Bank Draft Return (processed through Automatic Withdrawal).

There has also been an increased volume of trespassing, via member assistance (members bringing in unauthorized persons outside of acceptable times), therefore a trespassing fee, equal to your monthly membership rate, will be assessed, and automatically charged to your account, for EACH unauthorized person allowed entry by that member. (Example: If you pay \$45/month for membership, and bring in 3 guests outside of posted staffed hours, your account will be charged \$135). We take our members' safety very seriously and will continue to make strides toward providing safe facilities. In an attempt to stop membership abuse, in addition to further safety precautions, we will be taking member profile pictures and keeping them on file. If a member gives an unauthorized person their Access Card to use for entry, that action will result in a trespassing fee (as stated above).

In the past five years, we have expanded ALL of our Group Fitness classrooms to better accommodate larger participation and more comfortable spaces. We expanded our childcare space to give children more room to actively play during their stay, and we've added a Youth Center with specialized circuit equipment. Upon high requests, two Saunas were installed, one in each of the lower level locker rooms. To keep up with the ever-changing demands for more functional-style fitness training, we added the Functional Training room, with a variety of new equipment options. In order to better serve our surrounding communities, and traveling clientele, FFW opened two 24-hour membership-reciprocal facilities— one in Liberty, IN and the other on Richmond's eastside. Reaching further than the common age of 18+, we have started comprehensive programs for swimming and gymnastics. In addition, the Rec Plex was opened to reach the younger generation looking for active entertainment & all-around family fun. The Sports Plex is our newest addition, capturing young athletes, and giving them a safe and controlled place to play sports year around; something this community has been sought for years, making us very eager to fulfill.

We strive to give our members the best that there is to offer, and wish to continue doing so for generations to come. We feel that we are truly the premiere fitness complex in the Richmond and surrounding areas. We Thank YOU for being a member of Family FitnessWorks, and being a part of it all!

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Liberty

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REC PLEX

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Sports Plex

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